# C1 All Negative Reviews

## App Name: nurx-birth-control-delivered

2022-06-28 22:13:51

Emilie Bo-Bemely.

What a Nightmare

This whole business is a scam. It’s an exhausting and consistently frustrating take on a crucial service. I absolutely love the concept of getting it delivered and being able to do it all online. First month was fine. Every month since they have tried charging my card anywhere from $8-$10 even though under my insurance all forms of birth control pills are free at no cost to me at all. Every time I’ve tried to explain that to the staff at Nurx their only response is to talk to my insurance… even if I’ve already told them that I have. I can explain it to them all day I only get automated responses, never any real help at all. Also the customer service is the worst I’ve seen on any online platform. It takes up to 6 days for someone to get back to you on anything. The earliest for me was 3 days. So you send them a message and by the time they respond you’re so close to running out of pills that you rush to get it taken care of.   
Also you can specify on your app settings that you want to be notified if insurance doesn’t cover it before you’re charged. At first I had it turned off then after the second month I turned it on. Well then they just charged me without any heads up the third month, completely ignoring my preference. Then, when I looked at the settings it was gone.   
If I hadn’t spent the money on the annual fee I would drop it. However any more of this insanity and I’ll just delete it all together. So sick of it.

## App Name: nurx-birth-control-delivered

2023-11-30 22:46:13

moldyspice

It’s a scam

I was happy with my first order of 1 pack of birth control which was covered by my insurance and I had no issues. My second order is where things got really shady. They told me that my insurance wouldn’t cover my prescription so I would have to pay out of pocket. I called my insurance and asked why they weren’t covering it. They said that my prescription was covered and that they would cover a refill for the 1 pack but the problem was that Nurx requested a refill for a 2 pack which is not my prescription or what I was receiving from them. My prescription was for 1 pack and I was only getting 1 pack delivered so there was no reason they should have requested a 2 pack. I asked Nurx for a refund since my insurance did cover my medication but Nurx made a mistake when ordering it. The second story they made up why they charged me was because I had an “invalid ID or DOB”. That was just a lie because if that were true they wouldn’t have been able to bill my insurance for my first order. I asked them how they were able to get my first order if my ID was invalid and then they made up another story. This time they couldn’t bill the insurance because it “wasn’t selected as my preferred form of payment”. If that were true then why did they “try” to bill my insurance in the first place? I had to file a dispute with my bank and thankfully got my money back. Don’t fall for this scam like I did. They just make up lies so they can take your money!

## App Name: nurx-birth-control-delivered

2022-06-29 17:13:53

A\_huertas

The WORST!

When I first signed up it took 3 weeks to get my RX. They sent me a tracking number that did not move, ever. I had to endup requesting to send to my local pharmacy. It was a nightmare dealing with this company. Not to mention of course my birth control was almost a month late because of this. This was not ok! Anyhow once sent to my pharmacy all went well since it was out of their hands.  
  
Fast forward 2 months later…. I am messaging asking for them to send the remainder of my Rx (9 months worth) to my pharmacy. I don’t want to deal with this place any more then I have to. So after this message, I get a response saying my insurance won’t approve until a certain date (yes I know this), and if I need it sooner I can call my insurance and pay out of pocket. Pay out of pocket?! This is what insurance is for! All I asked was to send the remainder over, not for an early fill. Why must these people insist on making things more difficult then they need to be. I paid for NURX to write me a 1 year prescription, and that is all I want. How hard is it to just send refills? I cannot wait to cut ties with this company!!! They can’t handle their own service and should maybe hire more people! Or….. just can it!   
  
If your looking into getting a prescription from them, BEWARE. It’s a difficult, and most annoyingly, long process! Dealing with them stresses me out! Never again!! Good luck to all you who try them out.

## App Name: nurx-birth-control-delivered

2022-06-10 15:48:24

surlycurlycue

Poor Communication, Nice feel & design to app.

UPDATE: got a reply, just to say they don’t have a time frame. would rate 0 stars if possible.   
  
I never leave reviews, but I was so dissatisfied with the timeliness of responses I had to. Thankfully it wasn’t a huge deal for me as I did not need time sensitive meds, but can you imagine if I did? Didn’t give me a lot of faith in their service. The pros: service reps seemed nice. The app itself has a sleek look and feel. Easy to navigate, upload docs, & chat. The cons: was prompted to upload my insurance multiple times after I already had which was annoying. They don’t take my insurance, or work with my preferred pharmacy. And good luck getting a same day response! I wish they let you know ahead of time that there’s a delay in treatment, rather than leaving you hanging for 5 days and then sending “ A member of our medical team will be with you in a few days once they've reviewed your medical history. You may experience a slight delay due to the increase in patients requesting tele-health services. “ I don’t know why but I assumed it would be a quicker turn around time for a simple birth control request. Hope no one is relying on this for time sensitive issues! Will be seeking tele-health service elsewhere after this first order comes through since I already paid for the visit.

## App Name: nurx-birth-control-delivered

2020-08-20 04:55:14

ally.higgs

Was better in the beginning...

I am using this app for about four years now. In the beginning it was amazing. Customer service was always quick to respond and fix any errors that they made, my prescription arrived quickly, and if I ever needed to speak with a doctor it was fast and easy.   
  
 The last two-ish years have been absolutely terrible. Ever since their name got out there more, their customer service has gone downhill tremendously. It takes weeks on end to get a response through the chat, and if you call on the phone you have to wait upwards of 1 to 2 hours just talk to someone even if you're only the first or second person in line. They try to change my prescription all the time even when I tell them not to, they try to charge me multiple times per month for my prescription even after I've already paid for it and it's been shipped. And they are trying to refill my prescription every two weeks instead of every four weeks like they're supposed to.   
  
 I loved this company in the beginning, but I'm starting to think that it's time I find another. They have just gone downhill so much that I don't think they are worth my time and effort anymore. It's supposed to be "birth control made easy" but it seems to be more difficult than it's worth at this point.

## App Name: nurx-birth-control-delivered

2023-01-15 19:52:55

777xxxxx777

No longer worth it

Nurx used to be super helpful when I first started using it. It was really quick and easy to get the medication to your door, especially when it’s really hard for me to see an in-person doctor due to my work schedule. However, they have stopped doing their job. I understand that they had a huge influx of customers due to all of the birth control/abortion issues going on, but if they do not have the resources to keep up with all of their patients, they should stop accepting patients. It used to be a live chat service for $60 annually(not including the price of the medication and a monthly shipping fee), but they have now stopped that feature so I’m lucky if someone responds in a week. I went two months without my migraine medication because they kept claiming they were putting the prescription through and then suddenly the pharmacy would have an issue, then the order got cancelled on Nurx’s side for whatever reason, and still Nurx just kept telling me the same thing over and over (that they would look into it which never happened until I threatened to cancel my membership). They do not care about the patients, they care about the money they get from the annual membership fee. If you need your medication consistently, Nurx is not going to help you.

## App Name: nurx-birth-control-delivered

2024-01-19 23:55:14

jessibear97

Scam

This company is a joke! I normally don’t make reviews but felt the need for this one. I have amazing insurance and have never had an issue with prescriptions. I tried to get a prescription for my skin and they said it’s not covered under my insurance plan. I 100% believe that is a lie, because I can go to my normal doctor and get one with no issues. I never even have to pay but 5 dollars for doctors visits blood work and medicine I pickup at the pharmacy regardless of what it is. They never even offered for me to purchase the medicine in full amount and every time I reached out to there team the basically ignore the questions I ask them, not to mention the timeframe that has taken to even get a response from them about this situation has been well over a month! I don’t think it’s worth having to pay 40$ for every prescription request on the site. They wanted me to pay another 40$ just for a new consultation for a different medication in the same category. I don’t have the money to just throw around like that and I think it’s absolutely ridiculous. I asked for a refund which they ignored. Why did I even pay the 40$ just for them to waste my money and time? They told me they can’t even find a list of what my “insurance covers”. This is a scam

## App Name: nurx-birth-control-delivered

2022-07-21 11:42:05

Kensie

0 stars

This company truly makes it so difficult to get birth control that you already have a prescription for! I was switching out from my pharmacy to get a different brand and I contacted them 2 weeks before I would run out of my pills and hopefully start a new pack with my preferred brand, and they literally ignored me for 10 days, I had to call them and wait forever to speak to someone who was clearly unbothered about how long I was waiting. She said she was going to let the prescribers know to rush my request and I should hear back within a few days. Nothing.   
  
I call back again and speak to a man who was very kind, but he tells me there is no request in to rush my order and he’ll do it but it will still be at least a week before I get my medicine. I say okay, knowing it’s better than nothing, and once it was processed a few days later, it still didn’t even ship out. I called to cancel, as I got in touch with their competitor, Favor, and they were able to get me the contraceptives I needed in just 4 business days.   
  
Nurx, you should work on your communication and customer service. It is not healthy for people to have to miss doses of medication because they are waiting on your care team who is supposed to provide quick, easy service.

## App Name: nurx-birth-control-delivered

2022-07-06 03:52:45

lizardsbigmama

This is not convenient

I signed up for this because I thought it would be a faster alternative to setting an appointment with a dermatologist and getting an RX. Boy was I wrong. For starters, their advertising states you can use your insurance for a specific product they are advertising. When I inquired about billing my insurance, I was told that insurance wouldn’t cover it but I contacted my insurance and was told this would in fact be covered. It took over a week to get my RX issued but prior to that I had spoken to customer service via chat to let them know I would like my rx to be filled at my pharmacy rather than shipped because I had already waited a week to hear anything about my prescription. I was told to submit my pharmacy information so that they could send the rx to be filled there. I waited yet another week. When I finally got an update on the app, it stated my Rx was SHIPPED! I was very specific about having it filled at my pharmacy! I immediately sent a message asking to cancel and get a refund. It’s been a week and all I’ve gotten is an automated response. Overall it’s take. 3 weeks when I could have gotten this done in person with my doctor in less than half the time. Not to mention, my insurance would have paid for it. Very disappointed.

## App Name: nurx-birth-control-delivered

2023-07-11 01:04:31

krg248

Good idea, terrible execution

I thought using this app would be a great way to get a prescription easily before a vacation. Spoiler alert: it was not. It only made things more complicated and stressful and I had to scramble at the last minute to find a backup. I submitted a request a week before my vacation, but it took them 5 days just to review and reach out with additional account/customer service questions (not even doctor questions - they hadn’t even sent it to a doctor, it took them 5 days just to review and ask account questions). I called and resolved those questions the same day, but at that point since it had already been 5 days, and they had not even sent it to a doctor yet (just their customer service), there was no guarantee they’d be able to send to a doctor, the doctor would review, and I would get my prescription before I left for vacation. In my mind, if Nurx had additional account/customer service questions, they should have flagged and reached out immediately on day 1 or day 2 after the request not waited 5 days. Now it is 2 days before my vacation and I am left trying to figure out how and where I can get my medication. I am very disappointed and upset with their service and would not recommend it.

## App Name: nurx-birth-control-delivered

2021-04-08 12:35:25

ALynnJ42

Used to be good

I first used Nurx a few years ago and it was a quick and painless process. I filled out my request and gave them my insurance info and by the end of the day my order was on its way.   
  
I decided to use it again to avoid having to research a new doctor now that I moved. I should’ve just gone to the doctor. I submitted my request and my insurance info and it processed for two days before I received a text saying my order was canceled and to read the message they sent. I went to the app: no message. I messaged them and got a super delayed response from them. Turns out there was an issue with my insurance. Another day later I get a message saying they sent me a generic prescription and charged me $60. When I asked why this happened because my insurance has fully covered the brand name I requested, they told me that I would have to ask my insurance and that the prescription was written to substitute to generic if the pharmacy didn’t have brand name.   
  
Talking about responses, you have to wait at least 10 minutes from sending a message in order to get a response and when you do, you’re never talking to the same person. Also the message tab doesn’t have time stamps so you can’t see how much time has actually passed between your message and their response.

## App Name: nurx-birth-control-delivered

2021-01-05 06:10:19

cp\_2015

Avoid at all costs

I am not one to usually write reviews, but my whole experience with Nurx has been so painful, I had to say something.  
  
Like others, I thought this was a great way to get my BC that would eliminate all the hassle of going through my doctor and pharmacy. Boy, was I wrong. At first, they were super helpful. They recommended a BC that I even wanted to try, and they sent it to me within 5 days of signing up. But then when I would have questions about coverage and protection, I would get mixed messages from different staff members, which was of course super frustrating.   
  
Finally, it came time to refill my RX and I couldn’t believe the nightmare that they created. I received a generic version of an already generic brand that I was prescribed, and I couldn’t even find it anywhere on the Internet. They claim that the brand they gave me was discontinued and that the pharmacy ran out of it, but I’ve never experienced this before when getting BC. Then, when I asked to go back on the more “name brand” BC, they said I needed a medical reason to do so. I gave them one, and they still wouldn’t put me back on the brand I requested. Sorry, but I’d like to have a say in the medicine that’s going into my body. Seriously save yourself a headache and avoid this company at all costs.

## App Name: nurx-birth-control-delivered

2023-04-10 01:19:52

1sweetfairy

Unreliable

This company was great for the first year providing me birth control. Renewal of my prescription for the second year was not an easy process having to go back over all my medical history over again as it seems they keep nothing in file or fail to review it. The this past January my birth control pill’s arrived two weeks late. I got the notice for my current prescription renewal and completed the paper work as asked. Finally, with only a few days left someone a “provider” contacted me. They gave me options for birth control. I told them what I wanted. Then they responded that they could no longer provide me service because of a medical condition they saw listed in my file. A medical condition I had listed from the very beginning and that I’ve had for over 15 years and still been in birth control with no problems. So now I have two days of pills left and I can’t get in with a doctor for almost two months. They left me high and dry for no reason. If they had simply told me that when I received my last pack of pills I may have had a chance at finding another provider before I ran out. Don’t bother with this company they can and will drop you at anytime leaving you without medication.

## App Name: nurx-birth-control-delivered

2022-08-04 15:00:04

Weenie14

They make it difficult to change your refill date

The app and website make it sound easy, but if you follow their directions to log in and change your refill date it actually doesn’t work. Then I found another part that says you need to message them the below in order to skip a refill. I did that and haven’t heard back. I’m going to try calling next. Seems VERY sketchy that they make it this difficult to postpone your next refill. “Hi – I would like to cancel my next refill order. Can you help me cancel the order?”  
  
Update:  
I both sent a message and called to postpone my order. (Heads up you’ll be on hold for a while before someone picks up.) I was told that I would be able to postpone until October. Well today I got a shipping notification. This company is so shady it isn’t even funny. The person I spoke with also said that you can’t postpone your order if it’s to shop within the week. Okay, I thought that was fine. To test this I just went into the app and again they lied. Even if it’s not to ship within the week you CAN’T postpone the ship date. You can only ship it sooner. I’m reducing from two stars to one. Once I figure how to cancel this I’ll be looking for a more trustworthy company.

## App Name: nurx-birth-control-delivered

2022-12-15 21:16:19

satidalim

NEVER USE THIS FOR ACNE TREATMENT!

I am extremely upset at Nurx. First off, they take forever to respond to you. I waited pretty long for my prescription, only for the dermatologist to give me prescriptions that weren’t oral (when I requested oral). I went along with it and ordered the necessary suggested wash. A day or so later, the order is cancelled with no notification as to why. The cancellation said “Your order can’t be processed due to a problem. Check your messages on guidance to how to fix it.” So, I checked my messages. Nothing. Texted asking. Nothing. Texted an upset response. Also nothing. I had to email support with an angry letter for me to get a response, only for it to say that my insurance information was rejected and that they cannot provide me a $40 refund because I already got a medical consultation. Huh, you mean the consultation that gave me products I never asked for? The consultation that gave me topical medicine instead of oral medication? I only have one insurance plan. If it was rejected, how am I supposed to provide another insurance? Nurx is a scam. I paid $40 and got nothing from them. I will never be using Nurx again, nor will I ever recommend this to anyone. Waste of my time and money.

## App Name: nurx-birth-control-delivered

2023-08-10 15:32:09

StingRay93

Useless.

Do yourself a favor if you have skin problems. I wasted my time and money for them to send me something that doesn’t work. I’ve had uncontrollable acne for years. Two years ago I developed acne around my mouth and I could not get rid of it no matter how I tried. More recently, it developed under my eyes. I went to prompt care and the doctor treated me for an allergic reaction. After 4 of his prescribed pills (that I got the same day!) the redness around my mouth cleared and the bumps are nearly invisible and starting to fade. I had to take those first 4 pills all on the day I got them, so imagine my joy when the breakout cleared on the exact same day I went for help. I am seeing my dermatologist in a month to see what I am allergic to. Also, my insurance didn’t cover my medications from Nurx, and I have good insurance through my husband’s employer. I spent less than half of what I spent on two allergy medications than I did on the medication I got from Nurx. They say “who has time to wait in line at the pharmacy?” Well, I think most of do when we are going to get the care we need on the same day we see the doctor.

## App Name: nurx-birth-control-delivered

2020-05-29 20:59:19

Jen316

Good and bad

First the bad. I thought with this app/service we would have access to a doctor to answer questions and provide recommendations. I’ve sent a message using the message feature on the app, about whether or not it would be safe for me to skip the placebo week so that I won’t have a monthly period and they have ignored my message. The good thing is, it’s easy to get birth control, mine is free through my insurance & it’s great being able to receive 3 months worth at a time through the mail. The downside to that is that they will change the brand without notice, I was on Microgestin fe 1/20 for the first 3 months and now they just sent me Junel fe 1/20 which has the same active ingredients. This is on me though because at the end of the 2nd pack of Microgestin, I started experiencing bad nausea and put off contacting the Dr through Nurx to see about switching to something else & before I knew it they had already refilled my prescription with Junel which is the same as Microgestin. I am really disappointed Over the inability to get questions answered in a timely manner and will probably discontinue using this app.

## App Name: nurx-birth-control-delivered

2023-07-18 15:00:22

Hannah sweet pea

Wont let me refill a prescription I’ve been taking for a year and getting so many different answers

I’ve been using Nurx for a year now and it’s been so easy but now they won’t refill my prescription that I’ve been taking for over a year because I accidentally clicked on a wrong question answer an entire year ago. I was told that they can’t do anything about it and I would have to change prescription. No one would give me any reason as to why I was able to get it for a year and all of a sudden I can’t. I’ve been told it was suspended account, now it’s a processing issue, now it’s another issue after another. You can’t speak to anyone in person and they won’t give answers as to why I’ve been able to get it for a year. It’s absolutely ridiculous and extremely frustrating. I’ve tried to call support twice only getting through once for them to tell me they can change it and hung up on me. If I could give zero stars I would. It always a hassle to try to get anything from them. It’s supposed to help women not make something that’s already difficult even more difficult

## App Name: nurx-birth-control-delivered

2022-07-07 02:32:15

Blahbalhdhdj

AWFUL BEWARE

I normally do not write reviews but I had to for this. Over a month ago I was prescribed a few acne medications and birth control through Nurx. My order was finally placed after a week of going back and forth, which was the first red flag. Then it said pending for a couple days and then suddenly changed to canceled. No explanation, no nothing. I immediately contacted them to fix this and that I didn’t cancel the order. They responded within a few days and I thought the problem was fixed, but nope. Then it was pending for over 2 weeks and even processing at the pharmacy. I’ve sent multiple messages a day over the last few weeks and heard nothing. No responses. I tried calling yesterday was on hold for 1 1/2 hours. I never was able to speak to someone. Then I got off the phone and my order was canceled AGAIN. This company is a total scam. Please be ware. I used a different Telehealth service and got my prescriptions within an hour. I just hope I don’t get charged anymore. This was such a burden when I really needed my prescriptions and did not have time to go in person to a new doctor. Such a waste.

## App Name: nurx-birth-control-delivered

2022-06-23 16:50:38

denisesnerag

used to love Nurx but their customer service has declined immensely…

I’ve been with Nurx for maybe 2 years now. When I started I absolutely loved it. Everything was done over the phone and I would usually get a response within 24-48 hours. Nowadays when you ask a simple question, which can usually be answered with a simple yes or no, you will be sent an automated response. This usually saying something along the lines of how they’ve had an increased volume of inquires etc. it typically takes 2-3 weeks for me to even get a response. No matter how long you’ve been using this company or how urgent your question is if you’re not a new patient expect to be put on the back burner. Also if you’re using them for birth control they tend to not send the medication out until the day you need to be using it. It’s super inconvenient and you can forget about asking any questions. I understand the increase in telehealth but with more customers should also come better customer service…. Not worse. So unless you have no other option I would advice to steer clear and use a different provider.

## App Name: nurx-birth-control-delivered

2023-08-18 18:58:28

Honest baberham Lincoln

Do NOT rely on NURX

I've been using this program for over a year but NURX has destroyed what was a wonderful system. It was “the pill club” “favor” back to “the pill club” and most recently “Nurx”.  
I had a prescription for a 90-day supply of birth control pills. Refilled every three months which allowed me to skip my period altogether. Absolutely loved it! At first. Consistent deliveries, insurance covered everything, no waiting at the doctor's office. They would even send some little freebies chocolate, plan b, condoms. Whenever there has been a name change insurance had to be reverified and delays were common. Annoying but I still received my RX in a reasonable time so my period wouldn't come back with a vengeance. But NOT WITH NURX. I have corresponded with them about once every two weeks, and it has now been three months...my insurance is still “under review” and they have yet to give me an ETA of when my RX would arrive. I have moved on to “PPdirect”. I have to pay out of pocket in order to get my exact RX as soon as possible. They respond within one business day and I’m no longer on a wild goose chase that is NURX.

## App Name: nurx-birth-control-delivered

2021-08-12 03:31:37

anna.eliza

Good idea, bad execution

If this worked well, I would love it. Unfortunately, there are a myriad of issues: It’s hard to understand the status of the orders or to pause/delay shipments. Response time is slow. The communication over the app doesn’t appear to be saved in my profile or settings. For example, I asked for a pause on an acne medicine months ago, yet it continued to regularly process orders for the medication after the pause had been confirmed, requiring me to monitor and reach out again and again, despite assurance from my ‘team’ that the medication was paused until I requested it . After following up on this medication pause for the third or fourth time, now the app paused all my medications, including a birth control that had been preparing to ship. I missed that the shipment never processed (because I have a life and can’t monitor this app constantly), which I unfortunately didn’t realize until I needed it. So now I’m in a tough place and really wish I’d stuck with a doctor for Rx. I’d advise trying another app or just going to the doctor- in my experience, it’s less effort than this app.

## App Name: nurx-birth-control-delivered

2020-12-29 21:47:51

Sacatu

Waste of time and $$

I hesitate to write negative reviews, but this app completely took advantage of me while I was in a sensitive situation. I have tried to rectify the situation by calling and using the messaging feature and I have been brushed aside.  
  
They advertise discrete and less expensive experience, especially for those without insurance. I was humiliated in a Walgreens and paid $15 for an unnecessary prescription. I used the app to order emergency contraceptive, they advertised $20 pill plus $15 referral fee, $15 less than the over the counter option ($50 in MA). Little did I know, if you don’t have insurance, you just pay the pharmacy price regardless. The order wasn’t called in by the time I reached the pharmacy, even after I called both Nurx to confirm it would be waiting. It was not. Long story short, I left the pharmacy in tears, without the pill, after it was waved in front of a long line of waiting customers.  
  
I’m completely disappointed in this app. Will never be using it again and am still trying to get a refund for $15 referral, which saved me no money and only made my life more difficult.

## App Name: nurx-birth-control-delivered

2023-06-28 16:59:28

Allyicia

Horrible Experience

I finally used this app because it was convenient. Worst mistake ever and I’m not one to complain. I’ve been very busy and haven’t been able to make a doctors appointment. So I thought this was a good option. I completed all the info and was told upon submitting my order . With insurance everything was completely covered $0 charge , I had no out of pocket fees. Which was great so I waited for 4-5 days while my medication were under review. When notified that my medication was being processed they charged my card $48. Which was a surprise to me. Because my insurance covers birth control I’ve never paid since having it. So, I reached out to try to get some understanding. Nobody would respond to me and when I did get a response it was a automatic response. Telling me my medication was being shipped. I called several times and remained on hold every time and once for a hour until evidently I hung up. I don’t understand how something to go from being free when being submit , then me being $48 dollars without asking permission to see if it was okay to charge that.

## App Name: nurx-birth-control-delivered

2023-07-27 19:41:53

Mnbennett94

Lack of Timely Filling & a Poor Business Structure

NURX has deeply disappointed me. I had a subscription for birth control and it has been over a month since my prescription was scheduled to be mailed out and it has still not been sent out. I rely on birth control for a few reasons, but most importantly to avoid pregnancy. When I send a message to check on the status of my order I do not receive a response until 48+ hours later. The always “apologize” for the delayed response, yet they do nothing to solve the problem. A professional business structure would hire more employees as the demand arises and they have showed me time and time again that they are not capable, nor care, about the health of their patients. I wish I could submit a review with zero stars, but I’m required to select at least one star. I wouldn’t recommend this resource, or lack there of, to my greatest enemy if I had one. I pray that other people that rely on this service receive better care than I have, otherwise I worry for the future of the children that are born from an unwanted pregnancy.

## App Name: nurx-birth-control-delivered

2020-10-18 22:41:34

altheda73

WILL CHARGE YOU WITHOUT PERMISSION

If I could rate this company negative stars I would. All as going great until I asked for a change in a prescription. Nurx is supposed to get your permission for any charges - they had the initial permission but when I did the update to my ongoing prescription I asked what it would be for my insurance. I was assured that they would let me know in a few days what it would be and they don’t charge you without permission if it’s over $30. Well within a few hours, on a weekend, they failed on so many levels. They never communicated the updates to the prescription or what I’d be charge. Come to find out that they didn’t even get approval from my insurance and charged my card on file $82. I reached out and after a few days (they are VERY slow to respond) they finally got back to me saying they escalated my refund request and I’d get it in 5-10 business days. Well I’m on day 16 and still no refund. I’ve reached out SEVERAL times with no resolution. If you’re okay with being charged any amount without ANY notice of the amount or when or if your insurance will cover then this is the company for you.

## App Name: nurx-birth-control-delivered

2020-06-27 12:06:32

dunkleka

No answers on serious side effects

I was prescribed Yaz by this app and was excited to try it however I ended up having a terrible reaction to the birth control. It caused serious depressive episodes after one week of taking it. I haven’t ever been this depressed, I became catatonic and was stuck in bed for two days and I was scared: I reached out through the messenger to try and get in touch with my doctor or the app to see if this was normal or what to do. I reached out a few times with no response. I stopped taking the meds and my mental health is back to normal and I feel great. I ended up talking to my old primary care doctor (who is out of state since I moved recently which is why I turned to Nurx in the first place) since I couldn’t reach anyone at the app and he told me that the hormones in yaz must be affecting my serotonin levels. I reached out again about cancelling my order and no response. I’m going to call today to try and cancel again. I am most upset because I was having serious side affect issues and had no feedback from the doctors. That’s a terrifying place to be at, and I don’t trust this app any more to handle my health.

## App Name: nurx-birth-control-delivered

2022-05-03 00:04:37

Avsbove

DO NOT USE FOR EMERGENCY CONTRACEPTION poor communication, constant

I had assumed that I would be able to get my morning after pill shipped to me asap, i was approved for it, i put in my payment information. I was wrong. Not only is the communication absolutely terrible it takes over a day to get a response but I’m now waiting for them to EVEN SHIP IT. I’ve been waiting 48 hours now. Had I known I wouldn’t be able to get it asap I would have gone to my local pharmacy and picked up the plan b (I didn’t want to use it because the weight limit is 155 and I’m 155) because for some reason they keep finding things to slow the process and have the slowest response time. What I have been approved for, paid for, I’m still waiting for it to even ship meanwhile, this is a very time sensitive medication. I’m completely distraught. There’s no way to call anyone either. I’ll never recommend them to anyone for anything again. This is life altering what they’re in charge of. I could only use this to write a review, can’t even write a normal one about the company, Had to go to the app.

## App Name: nurx-birth-control-delivered

2023-04-29 11:11:20

AR’s-1

Scam

This company is a scam. Please do not use this service. Starting in January my prescription was cancelled with no warning after waiting almost a week to hear back from someone by chat (the phone number does not work), I was told that my insurance wouldn’t cover it being shipped anymore but they could sent it to a local pharmacy. Done everything went fine until an unauthorized charge showed up on my credit card. I contacted them and again waited a week for a reply. They said they would charge me a fee every month. I was never told nor never agreed to this, I paid a cocnsultantion fee when first signing up and had been using it for around 6 months without issue before this. On March 10 I finally got my money back and I asked that my information including credit card information be removed.   
  
I have a message confirming my card information was removed and yet on April 24 my card was charged again.   
  
This is a scam, save yourself the time and do not sign up. Look up BBB reports and check social media for more proof.

## App Name: nurx-birth-control-delivered

2023-08-31 19:25:43

heatherhiney

SCAM. PLEASE DO NOT USE

This app has to be full of FAKE reviews. Because this company is absolutely CRIMINAL. They will save your credit card information and continue to charge you for things you DO NOT need. The audacity of a company to save your credit card number and not give the customer a way to cancel the payment method should be a CRIME. They also give you NO WAY to cancel the prescription yourself either. You HAVE to do it over the phone, and good luck getting someone to EVER answer. They will ignore your messages and still not pick up the phone after the customer service number rings for 20 minutes. This entire company is a scam to over charge their customers. And they get away with it because anything healthcare related cannot be returned. So once they say something has “shipped”, that means the charge is yours no matter how many times you said you don’t need it. Please. Please, do not trust this company. Unless you want to light your money on fire basically. I pray someone finally investigates them for the fraudulent scam they are.

## App Name: nurx-birth-control-delivered

2020-10-14 12:48:02

jdjwiwonfj6

So frustrating

I went to Nurx specifically for a brand of birth control I had heard good things about. I stated that I didn’t want to be on any pill, and that I had bad experiences with the pills in the past. I specifically mentioned the brand that I wanted to try. Instead they sent me one recommendation that was ridiculously expensive. They said they couldn’t work with my insurance. I rejected the first recommendation and they suggested another pill form with an even higher dose of hormones, but it was cheaper. I don’t know why I didn’t say no right then and there. I tried the brand they recommended, hated it, and tried to cancel my prescription. I just got charged $45 for a pill I haven’t taken in over 2 months. This whole experience has been so frustrating and I haven’t been able to get in contact with a real person. I ended up using The Pill Club, got the birth control I wanted originally, they worked with my insurance, and my package (with treats and samples) was delivered within 3 days. If you’re looking for an online subscription service, I would recommend either The Pill Club or Lemonaid.

## App Name: nurx-birth-control-delivered

2021-11-20 23:32:46

katevond

Doctors with no Credentials

I had a fine time when I first started Nurx. However the last time I went to get my prescription, the pharmacist informed me the doctor who prescribed it had no credentials to be found. I was refused my prescription and had to make emergency plans to have it represcribed. When I messaged Nurx about it, they seemed to not care less. They glossed over it, and told me that I was prescribed by a board certified physician. That may have been previously true, but with it not being the same doctor each time, it’s not perfect. My pharmacist would have had no reason to raise an eyebrow if the doctor was properly credentialed. He knew before I said anything thay it was a telehealth service because apparently this isn’t all that uncommon. I was disappointed when I brought up this issue and Nurx didn’t care at all about my frustration. If the dissipated trust with Nurx wasn’t enough to turn me away, the lack of empathy certainly is. Health care is private and sensitive, it should not be taken lightly. Their lack of concern with the accusation is terrifying to me.

## App Name: nurx-birth-control-delivered

2020-05-05 03:15:50

Yale16

Frustrated

I signed up for this app maybe 2 weeks ago. Initially everything was fine and responsive. I paid $100+ for the birth control and testing kit. The first thing it told me for the testing kit was that it would need my blood pressure but if I couldn’t get it due to COVID-19 then that was okay. However I went to check because I kept getting notifications that I couldn’t get the test without my BP. I went to my local CVS and the area was closed off. I notified them and it took them a 4-5 days to get back to me. Mind you I ordered the birth control and test at the exact same time. It said that my birth control prescription was being reviewed by a doctor which took 2 weeks and when it got approved I got a email telling me to go to the app to approve everything in my messages. I go to my messages in the app and there’s nothing regarding my prescription except that it was still being reviewed. There’s not even a help button I’m the app and if you try to get help through messages they don’t answer. I don’t know what to do at this point. I want my money back and I’m very frustrated.

## App Name: nurx-birth-control-delivered

2023-12-13 02:00:04

Shuppard

Used to be good…

I’ll give them two stars. They used to be a great company. Quick responses, reliable to get medication from (I was on the shot), and had no issues. Now all of a sudden, issues. I had two refills left. Twice I attempted to refill the medication through my local pharmacy as I’ve done for the past nine months as I’m due Friday for my next shot. I get a call from my pharmacy. Apparently the doctor isn’t responding to their calls and doesn’t work with my insurance anymore. I’m sorry, what? So I message Nurx. It’s been 48 hours now with one email stating there’s a large influx of messages and it’s taking longer than normal to hear back. How can I rely on a company to get things situated when zero communication is being listened to. You’re dealing with medication that’s time sensitive. I’d assume they’d either have more hired or being more proactive about the communication. Thank god for my local obgyn office getting me situated tomorrow, but I’m moving on to another company.

## App Name: nurx-birth-control-delivered

2022-08-19 16:19:43

Bkin16

Still Waiting…

Not sure why Nurx has ads all over the place when they don’t seem to have the capacity to handle the business they have. I was mostly familiar with Nurx for bc, but noticed they also offer mental health meds. My psychiatrist recently closed her local office so now her only office is in downtown Chicago, which is 1.5 hours away from me. So I thought now might be a good time to give Nurx a try for my mental health medication. I filled out the online assessment and downloaded the app. After submitting, a message appears saying they will review it and be in touch, but that due to an exceptionally high volume of requests, there may be a delay. Ok-what kind of delay? 2 days? A week? It doesn’t give you any time frame whatsoever. And ten days later I still have not heard a word, except to receive emails with additional advertising for other services they offer. Why would I try any other medication services when I can’t even get the one I signed up for? If you don’t have the staff to handle a service, maybe don’t offer it?

## App Name: nurx-birth-control-delivered

2020-10-06 23:17:08

BCinDenver

Absolutely Horrible - Waste of time & lack of actual support

I had really hoped this app would provide a safe, easy way to fill my prescriptions but instead has been a huge waste of time, effort and money and I’m still stuck where I was at over a month ago when I started. There is no phone number or other means by which to communicate with the company other than the message function within the app. Responses can take days and everything is mailed to/from the labs and pharmacies via USPS (not an expedited carrier) which took up to a week to arrive (then you have to wait through the weekend before you can start counting the days to a response). On top of everything, the lab is out of network for my insurance (a major carrier) and the entire thing was going to cost considerably more than it was advertised at the beginning. Unless you have over a month to wait for the process, I would suggest you look elsewhere. The concept here is great but it seems as though the execution is lacking, especially in terms of the app and any support/questions.

## App Name: nurx-birth-control-delivered

2023-03-23 20:30:02

allbazz

Don’t trust this company

You do not want this company having your credit card info. They make random charges to my card of varying amounts and I no longer even have a prescription with them. The last time I did order from them, they decided to send me 3 packs of birth control instead of one and charge me triple in one go (Almost $50!) without any explanation and without informing me first. I contacted them immediately, DAYS before it shipped, and told them their mistake and to cancel the order. They conveniently waited to respond until immediately after it shipped (DAYS later) and told me they can’t refund me since they just shipped it (even though I contacted them way in advance). Extremely unprofessional, shady and low. Currently disputing a new random charge with them as we speak. I don’t expect to hear back anytime soon since they can’t get it together. Just terrible. Save yourself the headache. Get what you need from anyone but these guys. The one star reviews are growing in number for a reason.

## App Name: nurx-birth-control-delivered

2023-09-03 20:48:04

Megemrod

Unreliable and Difficult

I have never had a worse experience getting birth control than with Nurx. My account was transferred from The Pill Club to Nurx when The Pill Club shut down. From day one, it was issue after issue with Nurx. I tried working with them time and time again but they constantly ran me around in circles. Not only that, but it took them multiple days to respond to any message I would send. Finally, they told me that they filled my prescription and that I would receive a shipping notification in 2-3 days. I never received that, so I reached out to them asking about it, and they completely ghosted me. They took my money and stopped responding completely. This is so unacceptable when they are claiming to provide such an essential service. There are so many other options, so please choose a more reliable and trustworthy source than Nurx. Please, please, please use a different service. How Nurx treats their customers is entirely unacceptable. It’s a scam and fraudulent from start to finish.

## App Name: nurx-birth-control-delivered

2023-04-04 16:47:44

ssangyi

Why ask for personal info ?steal money?

This person named “generoso” told me basically they didn’t accept my insurance, I couldn’t upload my school ID-after instructions allowed me to? After claiming it was expired (didn’t ask just assumed even though I’m still a student) I already feel inconvenienced and wanted to just delete the app since they didn’t accept anyways but wanted a consultation fee… They take the fee quickly before telling you anything else. They also don’t support government insurance either so good luck if you’re out of work or not paying out of pocket. This literally doesn’t appeal to many people of the population unless they pay out of pocket and that’s only cheap if you want pills . Again i stress they STEAL $ for a consultation fee even before verifying if you’re eligible. And they don’t even carry all birth controls, they stress pills as if everyone wants to take a pill. I have quickly told my female friends to seek elsewhere after telling them I was trying Nurx out. What an insulting place

## App Name: nurx-birth-control-delivered

2023-08-18 02:59:51

Allison Osborn

All this did was stress me out.

Every month I would jump through hoops trying to get my birth control. I was switched over from the pill club, which I loved so dearly. First, they wouldn’t accept my insurance. Fine. I paid out of pocket. Second, they wouldn’t tell me anything was wrong with my information until my week of sugar pills when I needed my refill in less than seven days. Third, they randomly decided to, without telling me, switch my prescription to a different one and cancel my original. And lastly, the straw that broke the camel’s back was when they decided they wanted me to use my insurance instead of paying for it myself and just didn’t schedule my next delivery (even though the “bill my insurance” section was not ticked. And I checked. THREE TIMES). Not to mention it takes days to get a response because SO MANY PEOPLE have problems with their prescriptions. Do not use NURX if you want an easy way to get birth control reliably every month. You will be disappointed.

## App Name: nurx-birth-control-delivered

2023-08-07 14:32:25

KatieLuba

Absolutely awful

They kept charging my account and not explaining what the charge was for. I used Nurx for about a year and a half. I switched over because the service I was originally using dropped my insurance. I had to pay $40 to start and every year for fees. Then it was $3 each month. They didn’t explain why I was being charged $3, instead they gave me a bum answer. I was furious I wanted to know why I was being charged for a service fee for services they were explaining that I don’t use and my prescription was sent to my local pharmacy so they didn’t even actively fill it.   
  
After going back and forth with getting frustrated each time, I cancelled. I would rather go to my actual doctor for prescriptions. I thought this would be easier but it’s just as expensive and just as time consuming. The service is pointless and another scam to get busy people to spend money. Do yourself a favor and just go to your doctor. In the end it saved me time and frustrations

## App Name: nurx-birth-control-delivered

2023-07-17 18:10:08

Emily\_J921

Terrible Customer Service

I’ve been using this app for roughly 3 years. It was great at first and I had no problems. In the last year or so, it has become absolutely horrible. My prescription was always delayed. I had to start requesting it a month in advance to make sure I had it in time. Now I took the renewal exam in May. It’s mid-July and I still don’t have my new prescription. I was told 2 weeks ago that it was finally on its way and I didn’t have to worry about anything else. Wondered why I didn’t have it yet so I went on the app, it says the prescription was cancelled and I needed to check my messages for an explanation. I didn’t have a message with an explanation though. I had to contact them. Waited a day. Had to reach out to them on social media and still had to wait a day to hear back. It’s been 4 days and I still have no prescription. When you’re dealing with people’s medications and healthcare, this is completely unacceptable. I am ready to go elsewhere to get my prescription.

## App Name: nurx-birth-control-delivered

2023-07-13 11:41:23

LeslieGG18384747

App is fine, but do not use this company

ZERO STARS. Do not use use this company. I transferred to Nurx after my old mail service was bought by them on 6/18, I completed filling out all my info and was told my prescription was “under review by care team”. On 6/28 nothing had changed, I reached out since I was out of my BC. I kept sending messages but got no response until 07/06. Which was a generic message saying they were really busy and would get to it… well okay medication isn’t something people can wait for to get. I tried switching to paying with a credit card instead of my insurance since according to their website that can help speed up the process. Nothing changed. I know am trying get them to deactivate my account. Which will probably also take another month. Shop around for mail order prescriptions, there are much better companies out there. Do not waste your time or risk running out of meds with them. Now que their auto response message.

## App Name: nurx-birth-control-delivered

2023-01-31 19:05:30

LibbiHill

Non-responsive Customer Service

Things started well until they filled my prescriptions and charged me an outrageous out-of-pocket fee once my insurance changed coverage at the beginning of the new year (even when I had additional options as they stated). I asked multiple times through their messenger app and by email for the prescriptions to be held to choose a different way to fill that my insurance would cover. The customer service rep did not get back to me for 3 days from my request and by that time the automated services filled the prescriptions and changed the full price. When someone eventually got back to me, it was “too late to change or cancel” my prescriptions. The only thing they could do was help me discard them safely. However, 4 days later I got a message that the product was shipping from the pharmacy. The customer service representatives do not listen to your needs nor do they seem to care. Don’t waste your time or money on this service.

## App Name: nurx-birth-control-delivered

2024-01-22 18:18:04

Buggabones

Lack of response or notice.

I was a patient transferred from The Pill club last year. I had multiple shipments for my chosen birth control option with no problems. Then January 2024 they canceled my shipment without any notice or explanation a week and a half before I was set to run out of birth control. My prescription was due to last until the end of February and I had refills available so I was confused. I messaged and got responses asking for more information. I provided information and waited two days with no progress in getting a new prescription.  
I paid. Now Nothing. I have 5 days until I'm out of my contraceptive which is extremely medically necessary for me. So I went to another provider.   
Now I have yet to hear from them on canceling my membership and request for a prescription.  
  
Communication with this company is absolute garbage. I never had these problems with Pill Club and I was with them for years.

## App Name: nurx-birth-control-delivered

2023-05-16 10:55:10

あんげーいくえ

Was nice at first, but now it’s not

I’ve used Nurx for almost two years, and it’s been decent up until recently.   
I placed an order for birth control which I paid $45 for, assuming it was just a copay and that my insurance was accepted, when it was not and I had been paying out of pocket the whole time; which is fine because I’d actually receive my needed birth control with no issues. I waited over a month before I had to ask where my package was, and was told USPS had lost my package, and that I’d be sent a replacement free of charge. (Because I already paid for it!)   
As the replacement was pending, I got a message at nearly 2 am saying they do not accept my insurance (which I had already paid out of pocket to begin with) and that my pending order was canceled. I was promised a replacement, and had already paid $45 over a month ago for a package I never received. After, or even if this issue is solved, I don’t think I’ll be using this service anymore.

## App Name: nurx-birth-control-delivered

2024-02-13 17:26:06

MushroomsSoups

Hardest service I have ever had to deal with

I had my women yearly visit with my dr a few months ago but was told she had unfortunately left the practice I had to wait for my Nurx prescription to expire before she could fill the same prescription so when I discovered she has left I decided I would just go back to Nurx (since they had all my info with the constant phone calls back forward with them to 1st start my prescription with them) well I was WRONG they kept claiming they didn’t have my pharmacy prescription card even though I had called AND GAVE IT OVER THE PHONE I was told it would be saved to my file so where did this info go to?? the last lady i was connected through to try to work out the issue was rude to say the least and I got further frustrated by the automatic Messages i had no problems when it was still the pill club but I refuse to do another cat and mouse chase with them to get my prescription I will canceling this service indefinitely

## App Name: nurx-birth-control-delivered

2023-07-03 17:12:16

Pocketluving

horrid service.

the service here is so bad for the first time in my life i have filed a complaint through the better business bureau. they are not qualified to be giving people medication. i hate to sound like a karen but i went through this company because they advertise themselves as getting your medication with ease, this is far from that. every single month i was told that refills had been sent to my pharmacy and when i would go to my pharmacy they would tell me no refills are available. when i would tell them this i would get a response (no we sent refills check back later!) and then receive no response for 4+ days at time. every single month causing me to have medication withdrawals (nausea vomiting fatigue brain zaps) EVERY MONTH FOR DAYS over a simple mistake. this is malpractice. someone is going to end up hurt or seriously sick by continually being stopped on medication cold turkey for days on end. bottom line i would not come to them for anything.

## App Name: nurx-birth-control-delivered

2023-06-29 19:11:15

KatsNature

Nightmare

Since it switched from Pill Club I had to log in and resubmit my information which I didn’t mind. I filled out forms 6/23 and paid the co-pay fee and it said under review. I signed up for the text notifications so I could see when it was completed and my items ship. 6/26 I get a text saying I have to answers the questions again. I didn’t think much of it so I did that again and submitted it once more. I went to check my bank statements and see they’ve charged me the co-pay again when I’ve already paid. So I reach out to see what’s going on and I have yet to get a response. Update: They responded saying they would refund the second co-pay and let me know my order has been shipped and should arrive around June 30th. I logged back onto the app to see my order was canceled so I reached out to make sure to see what was going on. I have yet to get an update. This has been incredibly frustrating to deal with Nurx can F off. I want PillClub back.

## App Name: nurx-birth-control-delivered

2022-05-19 13:14:40

brookedalion

Customer Service?

I previously was with a different teledoctor app, Lemonaid, which provided me great service. However, they would no longer prescribe my choice my medication. So I decided to switch to Nurx.   
  
So far this feels like a mistake. It seems that all of my messages to customer service agents are either ignored or not even read, so my questions get left unanswered because it seems like messages are skimmed over, even after it takes days to get a reply. Called a rep over the phone and she was very abrasive and “didn’t know” why all these mistakes were happening but said my account looks good. When the call was wrapping up, she said “bye have a nice day” and instantly hung up before I could say anything back. I have had several issues with my account and with customer service already.. and I haven’t even received my first shipment of medication! I’m actually amazed by how badly this is going so far.

## App Name: nurx-birth-control-delivered

2023-12-28 15:21:23

kayala81

Customer service is atrocious now

It used to be great and I used them for birth control for a good while. Left Nurx completely for care directly from an in person doctor until now. Just came back for mental health medication. Paid my $65 for a consultation, answered all the questions, got a prescription written, and was waiting for delivery. Went to check status and found an order cancellation with zero notifications to me. No reason why…nothing. Messaged customer service and didn’t get a response after 24 hours so I messaged again. Finally got a response saying sorry but your insurance isn’t billable by us. That’s all out of their hands but they have no explanation why I received zero notification of medication cancellation. I could have started to seek care elsewhere if Nurx cared enough to notify me. But I had to go dig and find out myself why my medication was canceled with no notice. Unacceptable and will not be using Nurx ever again for anything

## App Name: nurx-birth-control-delivered

2023-07-11 18:20:59

Abbie Fross

Ridiculous

I used to use the company The Pill Club, but recently they have switched to Nurx. So I transferred my info and went through a medical evaluation and they put me under review. I have been under review for about a month now, I was told to submit another review so I did and they charged me AGAIN for another evaluation and yet I’m still under review. I have contacted them several times through message, email, and call they will not answer me what so ever. The only time they got back to me they were asking for my “pharmacy information” and they said that the card I entered was a medical insurance card. Not to mention I have given them my pharmacy 3 times Which I find stupid that they need my “pharmacy info” when I NEVER had this issue with The Pill Club and I literally entered the same exact card as I entered for Nurx. I’ve now seen I am not the only one who has been dealing with some kind of issue with Nurx if I could give 0 stars I would.

## App Name: nurx-birth-control-delivered

2022-02-24 02:50:34

laurenbman

The employees don’t know what they’re doing with your confidential information.

I used to love Nurx. I used it a couple of years ago to get my birth control mailed to my house when covid started and going out in public was difficult to do. I stopped using it after a while due to changing my insurance, and when I decided to set it up with my new insurance plan and start getting medication again, it was made very apparent that the employees are not trained on insurance requirements and will ask you for irrelevant information that they do not need— like my husband’s social security number. As if they need any of his info to begin with, much less his SSN. I spoke to 3 different customer service reps for help and every one of them told me something different. This has “suspicious” written all over it— I wouldn’t recommend this app to anybody after this experience. They definitely have some changes to make, beginning with training their employees.

## App Name: nurx-birth-control-delivered

2022-01-16 04:09:53

cola4485

Don’t do it

Subjective review: I googled “acne treatment” and this was the first ad that popped up. They touted “$0 consultation fee” and “treatment as low as $75.” Mind you, I have very good insurance ($600/mo premium) so I know my insurance would cover everything. I go through the process and sure enough, there’s tons of hidden fees. And that “$0 consultation fee” was a lie. All of a sudden it was $35. Then, the review process begins. Here I am a week later and have heard NOTHING back from this company. I have even messaged them and a notification pops up saying “someone will respond with 48 hours.” That was 3 days ago. On top of that, the emails they send are relentless and very confusing. The title will say “Okay, we’re ready to treat you!” Then, when you follow the link to their app my treatment still says “under review.” No communication, unclear instructions, and confusing email correspondence. Honestly, don’t do it. Try something else because this company isn’t any good. DO NOT DO IT!!!!!

## App Name: nurx-birth-control-delivered

2021-02-11 14:25:02

TazBand

Unorganized + $15 price hike = no thanks

I’ve been with Nurx for several years. During that time for the most part things went smoothly, however every time I needed to renew my prescription either the link wouldn’t work, my order would be processed incorrectly, or I’d not hear from their support department for days unless I pestered them relentlessly. Now they’ve decided to increase prices by $15 for “consultations”, when they can’t even answer existing customer messages in 48 hours. On top of that, they have now double-charged me and double sent birth control pills rather than simply responding to my messages to resolve the issue, or looking at my order history to see that they JUST sent my order and there was no need to send another.  
If you are in a bind, Nurx is a good temporary option. Otherwise I’d recommend avoiding them unless you don’t mind random $15 price increases or getting charged twice in the same month.

## App Name: nurx-birth-control-delivered

2020-06-29 16:59:59

shelleybells91

Waste of Time

I used Nurx when I had insurance a couple years ago and that was fine, never got charged once because of my insurance. I decided to get on birth control again. Did the request last week, got charged $15 request fee and said I’d like the pill since it’ll be $15 each month. So I expected $60 But the person doing my prescription said on Friday I can do Xulane. I said great okay but then I asked how much because I know it’ll be at least $100 a month and I have no insurance now. No one responded to me all weekend. And then today they tried to charge me $540 for the patch for 3 months! This is why I asked days ago so we could make sure this does not happen. I picked the pill but the person said I could do the patch still knowing I said I wanted the pill for cheaper because it specifically asks that. I say no to the $540 and it tells me to put in a new request. No I am not putting in a new request and waiting longer for bad service for something I asked for a week ago.

## App Name: nurx-birth-control-delivered

2024-04-21 23:46:53

Laceyharrison

can’t get refills due to IT issue & they don’t reach out

I was happy with Nurx in the beginning, but on my second year of using them there has been a ton of issues. I’ve been on clindamycin phosphate for over a year, & you’re actually not supposed to be because it can build up a tolerance to antibiotics. I wanting to cancel the clindamycin & keep the tretinion, but the representative stopped both automatic refills. I was supposed to get a refill over a month ago, & after reaching out on 2/26 they told me they would report the technical issue. I continued to not hear anything about it so when I ask for an update the representative didn’t even know what I was talking about. It’s now 4/21. My insurance covers tretinion I just liked the shipping aspect of this app. I’m in the process of trying to cancel, at this rate I’d be better off using my primary care.   
  
I wish I could provide screenshots of the messages but it doesn’t let me.

## App Name: nurx-birth-control-delivered

2024-03-09 04:48:27

Melissacnc

Be careful with this app

I am on Medicare, and this company does not take Medicare, however, I started seeing them during Covid, and they took me on as a patient. They have decided they don’t want to deal with Medicare anymore and completely cut off all of my medication. I have chronic migraines that keep me in bed for days on end and they refuse to assist me at all in getting any of the medication that they’ve been writing for years. Anyone who has ever had a migraine can attest to the fact that having medication, and then having nothing is extremely painful and uncomfortable, and could potentially have you hospitalized. This is a very unsound medical decision to do to a patient, just withdraw them off of all of the medication that is barely allowing their patient to function. In the beginning, they were very good probably the best people I’ve ever seen dealing with my migraines, but there decision to stop seeing patients with no back up plan is reckless.

## App Name: nurx-birth-control-delivered

2023-04-01 19:44:18

Jazzyv98

Terrible customer service

I used Nurx for birth control for almost 2 years and I thought it was great. Then they suddenly sent me a message that they canceled my prescription 2 weeks before it was supposed to renew because my ID on file had expired. I messaged them back that my ID on file didn’t expire for another 5 years and it took them days to get back to me. Then they told me they needed an updated flood pressure reading! At this point I was basically out of birth control and was practically begging them to just send me my prescription. They told me they have a lot of requests right now and a specialist would reach out to me soon. When I hadn’t heard anything 3 days later, I canceled the whole prescription and went with Wisp instead. They responded to me within the day and had my pills shipped two days later. Don’t go with Nurx! They take forever to respond and will just leave you hanging when you need them!

## App Name: nurx-birth-control-delivered

2021-10-22 12:00:07

Fuqanickname

Pill Club is better

I find it funny that my order can suddenly be cancelled due to a “price increase” that you somehow didn’t know about, but when I wanted to cancel it before this, it was “too late” to do so. Your app is very difficult to navigate and makes it purposely difficult to find out how to cancel an order before it has been filled. I cancelled less than 24 hours after requesting the medication and somehow still was unable to do that which I find ridiculous and also terrible customer service for an app that claims to help women who can’t afford birth control or don’t have insurance. When I went to your FAQ’s to find out how to cancel, the only options for why I would want to cancel the pill were because I was trying to get pregnant or because I lost my insurance, neither of which applied to me. I had a much better experience with The Pill Club and will be using them going forward.

## App Name: nurx-birth-control-delivered

2023-09-27 22:23:59

definitelynurture:l

Worst customer service

I used them years ago before switching to Pill Club. When pill club dissolved and sent me back to Nurx, they didn’t merge my account or due any due diligence. They filled my prescription as normal then gave me a huge hassle when my refill was filling after 3 months, cancelling my current prescription which I needed and refusing to use the one they already filled and was valid. After multiple times of asking, they agreed to send my prescription to another pharmacy since I didn’t wanna deal with their slow response times and the hassle. I respond 2 weeks later with the pharmacy information and they said I now have to request another prescription and (of course) pay the fee because it’s been too long, even though my prescription should be good for a year. This company is terrible and I’m clearly not the only one who has this feeling. 0 stars screw them

## App Name: nurx-birth-control-delivered

2021-06-04 13:14:37

Destin293

Seems good, until it’s not

I started BC to skip periods, filled out all the stuff, a PA got back to me quick and suggested Altavera. It arrived fast, I started taking it just as I started my period, and experienced continued spotting. Two weeks later, I was still bleeding/spotting, I messaged them and I was assured it was normal, and to give it more time. The bleeding became heavier until it ultimately led to passing multiple half dollar sized clots and soaking through a tampon every 30 - 60 minutes. This went on for another 2 weeks. I tried to message them again to ask if this was really normal and received no response. I ended up having to make an appointment with a gyno who scolded me for using an app instead of an in person provider. He switched me to a different pill and the bleeding stopped immediately. I absolutely don’t suggest using this app because if you have a problem, there’s no one to help you.

## App Name: nurx-birth-control-delivered

2020-06-17 11:39:26

agsfsu02

Supposed to save time- opposite is true

Don’t do it. Read the NYT article first. Getting responses takes over a week. They tell you it’s not a live chat, yea no one thought it was, but say you’ll get a response in 2-3 days. 8 days or more later you’ll hear something back. Then when they respond, they send a follow up 2 hours later if you haven’t responded! In the middle of a work day! Sorry, NURX, let me drop everything I’m doing so I can get back to you, then wait another 8 days. They try to force you to take generic, which if you’ve taken BCP before you know that inactive ingredients in BCP can cause side effects, so why would I want to change from the one that’s been working for me. Then when we finally get the generic issue sorted, they’re out of the pill and they can send the script to my local pharmacy. So I’m back to square one and they will not issue refunds. Don’t get sucked into this rabbit hole. There are other online options.

## App Name: nurx-birth-control-delivered

2021-01-06 15:41:46

TMgala13

I was a happy customer, but this month changed that.

They have on and off accepted my insurance one month and not the next. The pills always came on time and I was happy for that. However this month, the pills were shipped two weeks ago and still are not in my state. I have now been off the pill for two weeks because I haven’t received them - and I reached out to them with no response. I did of course pay the $45 for the pills without insurance and I’m empty handed and hormonal. They need to send the pills sooner rather than 4 days from your next pill pack start date. I can feel my body starting to change due to not taking the pill and I am not happy about it. It’s not like I’m not taking the pill by CHOICE. I physically don’t have the pill, and my body is adjusting to not taking it already. Pretty disappointed as I still don’t know when the pills will be delivered and I’ve been off the pill for two weeks already.

## App Name: nurx-birth-control-delivered

2021-04-22 15:42:07

Celesties

Terrible terrible terrible!!!

My experiences with Nurx have ranged from mediocre to awful. My birth control used to arrive late so consistently that I had to have them start calling it in to the pharmacy. Then when I needed to switch to a different pill it went well for about 3 months, until the price got jacked up to 3 times what I was paying with no warning from them. They there was a problem with my insurance company, EVEN THOUGH I DON’T HAVE INSURANCE. So now I’m stuck without a refill and about to run out of pills, and they already charged my debit card for the price they previously quoted me. The customer service is a complete joke. Their “live chat” is anything but. They are super unresponsive. I have to text, email, and message in the “live chat” like a crazy person before I get any kind of response. I’m about to go with Free Pill Club. There’s no way they could possibly be any worse than Nurx.

## App Name: nurx-birth-control-delivered

2023-10-31 11:41:26

Onlsweet360

Delayed responses & miscommunication

I have used this serve for a couple years. There is always a delay in treatment. It can take any where from 2 weeks to 1 month before you medication is shipped or sent to a local pharmacy. Which I find unacceptable when certain medications are very time sensitive. There no way to manage preferences of where you want you prescription sent with out messaging a provider. They might claim to have sent medications to a local pharmacy and the scripts are no where to be found. They have also prescribed me the wrong dosage form of medication against my multiple requests.  
As a pharmacist, I find this service very disappointing and disorganized. I have found a faster and more efficient online clinic which took a total of 20 minutes from visit to pickup for birth control refills. I will no longer using this clinic, and wouldn’t recommend.

## App Name: nurx-birth-control-delivered

2023-09-16 04:21:38

milssya

Bad Experience

Since the pill club went out of business and was moved to Nurx I’ve found myself quite disappointed with the new service. The pill club was not only cheaper with the same prescription I have now, but also we’re far more caring about their costumers. This time my pills came all unceremoniously, even beat up, compared to the extra steps the pill club used to do (even a sticker and chocolate used to be sent, now I just get my beat up pills). It also didn’t allow me to look at my previous prescriptions so I had to pay for a new questionnaire, were they just told me I already had one going on (didn’t get my money back, and struggled for three weeks to get back my old prescription). If this is your only choice and have nothing to compare it to, go ahead, but I may not be using this again if I find a better provider.

## App Name: nurx-birth-control-delivered

2022-03-25 12:21:17

jxanii\_

DO NOT USE!!! WORST CUSTOMER SERVICE

Beware, I just started using this app because of the amount of floods and promotions on tik tok but turns out these guys are the worst!!!! I paid $35 for a consultation for my acne, & waited few days to speak to someone. I don’t even think it was a real consulatant but a automatic response. Then after they told me what I needed, and pas history of prescriptions; i have been left on delivered for approximately FOUR days straight. NURX CUSTOMER SERVICE IS TRASH, IF NURX SAYS THEY RESPOND TO CUSTOMERS IN 48 HOURS, why is it taking longer than that!!!!! THE WHOLE POINT IS TO HELP PEOPLE RECEIVE THEIR PERCEPTIONS QUICKER!!!! SO all I did was contact my PRIMARY doctor AT MY LOCAL AREA AND RECIEVED THE PERSCRIPTION I NEEDED QUICKER THAN THIS LAME COMPANY. I NEED MY MONEY BACK, and I’ll send a review. IF YOU GUYS ARE SLOW ON SERVICE HIRE MORE PPL, ANY PLATFORM THAT OFFERS SERVICE LIKE YOURS NEEDS QUICK REPLYS. IM NOT ABOUT TO WAIT 4-5 DAYS JUST TO RECIEVE A RESPONSE AND ON TOP OF THAT WAIT AN ADDITIONAL 4-7 days to get my perscription … I NEED MY MONEY BACK

## App Name: nurx-birth-control-delivered

2021-03-20 22:32:55

1TTina

Good concept, but better services available.

I used Nurx for a few years until they introduced the $15 “Consultation Fee” to be paid up front and not covered by insurance. This was suspect to me because any legitimate medical consultation should be billed to my insurance and if it’s not being covered (or even billed), it’s kind of a red flag. The description of the charge reflects that this fee covers the initial consultation as well as any questions I have in the future. Well I didn’t really have an initial consultation, I filled out a questionnaire. As far as future questions, they’re basically trying to charge for something that will probably not happen. Given these circumstances, it appears to me that they are trying to collect a fee they are not entitled to and it just seems shady to me. I switched to pill club which has a wider selection of birth control options and no shady fees.

## App Name: nurx-birth-control-delivered

2023-05-07 15:29:45

Amy12477

Terrible response time & communication

This is what I sent company- 72 hours after paying and requesting urgent meds.   
  
 I will be leaving a bad review for app. The amount of communication has been terrible. It’s like no one is even reading what I’m writing or responding working reasonable time. Your Dr and site discusses importance of treating immediately for best results yet you do not respond immediately and then do not call in to my pharmacy before they close for the weekend (you were given 24 hours and then still did it wrong after no reply) and refuse to call it in to a 24 hour pharmacy Walgreens when you made mistake of not reading my medical information. I googled same day rx and your ad came up first yet it wasn’t same day or simple. It’s been three days and y’all have called it into a closed pharmacy and won’t respond to me. Poor customer service.

## App Name: nurx-birth-control-delivered

2022-02-03 18:13:16

floofscoops

Works but inefficient

The services and purpose works. However, the NURX marketing team is doing the medical providers a massive disservice and ultimately costing the NURX company thousands of dollars.   
  
Once you’re a client, NURX will start sending you targeted ad emails offering you their other services… you’d think they would bother to tailor their ads to the recipient, but they do not. Instead, they will advertise every single service they offer regardless of if the medical information you’ve given them in the past poses any contraindications to the new service they are trying to sell you.  
  
What that does, is get people to try out the new service and pay for the consultation fee of the new service. Then, a doctor has to waste their time reviewing a new patient request on a contraindication NURX already knew about and had on file.   
  
All this tells me, is NURX doesn’t care about their clients or care providers time. They want more money from you so badly, they will waste an hour of a doctors time (which costs more to NURX than whatever you would pay for a consultation fee) ultimately, spending more company money than if they had been bothered to do literally ANY research before marketing (seemingly) blind.

## App Name: nurx-birth-control-delivered

2023-01-26 18:18:14

LeAynn

Bad experience

I unfortunately had a very difficult experience with this platform. When I need assistance it often times took over a day to hear back, and one time it took 3 days. I lost my insurance when I was in between jobs, and used this as a way to get birth control pills while paying out of pocket. After experiencing very negative side effects, I asked to switch to the ring. I have literally waited a month just to switch medications which is absolutely ridiculous! I’ve stated my symptoms and yet nothing has happened. I suggest using “Lemonaid Health” They have PLENTY of appointments available throughout the day so it’s easy to talk to someone over the phone instead of waiting 3 days for someone to message you back. I’ve had a tough time with birth control in the past and always felt like I wasn’t being heard, this just made it worse.

## App Name: nurx-birth-control-delivered

2023-04-04 13:48:39

Nekeo.

Bad and slow customer service.

I’ve used Nurx for 2 and a half years now. And they were great from the start. But now they’re just bad. It takes them forever to respond or they don’t even respond at all. I’ve been waiting for them to refill my prescription. I’ve updated my medical info and took their little survey. And I asked them why I still haven’t gotten my refill. And they said they were waiting for me to give them my new blood pressure reading which I gave them two weeks ago. I recently had surgery and told them I didn’t wanna start my period while recovering from it and also gave them the blood pressure reading that was taken that day that was more recent. And they still haven’t even responded to me! So now I only have a few days till I’m all out. Will no longer be using Nurx and will be using the Pill Club instead.

## App Name: nurx-birth-control-delivered

2022-08-21 05:54:38

Pabd76

Takes forever and no guarantee

All commercials I’ve seen and everything I’ve read about Nurx says that all you have to do is contact them if you want your birth control and they’ll mail it to you. It’s a lie. First of all it takes forever for them to contact you. It’s been 2 weeks for me and even though they’ve sent me messages, my medication is still under review by the doctor and they keep trying to get me to switch from a medication that I’ve been on for almost 3 years. People take birth control for differ reasons (like myself) but these doctors apparently don’t take that into consideration. Meanwhile, I have completely run out of medication and these doctors don’t care about that. So don’t believe the hype when you see/hear that all you have to do is contact them and they’ll send you your medication. It’s false advertisement.

## App Name: nurx-birth-control-delivered

2020-10-27 23:20:48

Leeeeee43

Never using again!

I am canceling my account because like one other person has said my pill is already a generic but they write another generic for the generic pill. Lol it’s a headache. Plus they switch my pills all the time without my permission, I ask for a certain pill for a reason. My insurance covers most pills so why are you giving a generic for a already generic! They are rude and they kinda of rush me which I am trying to find something that works for me. I decided to use their service since my Walgreens decided to switch my medicine from Microgestin to Junel Fe which about killed me. When they said the medicine has the same ingredients don’t believe them, get your original medicine if you can. The doctors and nurses here will just throwing any birth control at you and when you write them, it takes forever. I am trying out TwentyeightHealth at the moment and so far they seem to be better. We shall see.

## App Name: nurx-birth-control-delivered

2023-07-11 00:12:22

Jennier T

This company is going downhill.

I started using this app in September 2017 and it was phenomenal. I was able to get my birth control via mail on a timely manner and they didn’t have an issue verifying my insurance (Medicaid). If I needed anything via chat, they responded to me in the same day.  
  
However, I don’t know if it’s because of the merger, but now in 2023, the communication via chat is so inconsistent. NURX never told me my birth control wasn’t covered by any of the NURX providers via Medicaid and after DAYS of inconsistent communication, I finally get a message from them saying how Medicaid is now longer accepted via the NURX app. I had to run to my PCP and get a new prescription a week before my last pack ended. What is the point in charging me a $3 fee MULTIPLE TIME for vague inconsistent communication!? I don’t understand how this app was doing so well for it to be complete garbage now.

## App Name: nurx-birth-control-delivered

2022-11-07 23:19:38

mallika v.

completely misleading, don’t expect what you want.

I was told from a representative of this app that I would get help within a day or 2. Instead, I wasn’t helped for an entire WEEK. I had told them from the start that I needed my birth control refill as soon as possible, and they STILL continued to take 3 days just to respond to a single message after saying the urgency mattered to them (like, cmon, be for real). When I finally got the order sent in, after telling the doctor SPECIFICALLY what I needed, they sent in a random other birth control that was more expensive than what I’ve been taking. All I needed was a refill on my already-existing birth control—now, my entire cycle is messed up, and I STILL don’t have the right medication. an absolute scam. I don’t write negative reviews often, but this was absolutely horrible. I just want my money back.

## App Name: nurx-birth-control-delivered

2024-01-12 16:11:45

KJJJJJJJJJJJ

Horrible

I got my prescriptions through Nurx for over a year, and at first the experience was great. Suddenly, they decided my prescription needed a renewal 3 months before it was up for renewal. During this time they would not send me my prescription medications, so I had to go a week without my medication. Then after the renewal went through, they changed my prescription medication on me without any explanation why and without my consent. This changed the cost for three months of medicine from $60 to nearly $500, which they expected me to pay out of pocket because they refused to take my insurance even though their faq says they take my insurance. They would not change my medication back to my original medication either when I requested it. Horrible experience. And response time for issues is extremely slow.

## App Name: nurx-birth-control-delivered

2023-06-29 14:11:50

Sdbabyy

Terrible

I originally used The Pill Club and never had any issues until they integrated with Nurx. They’ve canceled my prescription 4+ times without reason and start it again. So it kept pushing out my delivery date, however it never came. Also their “messaging” option, you can never get a real person it’s always automated. I’ve asked them countless number of times what’s happening because I was going to be late on my pills if they keep at this. I never get a response. I immediately canceled my prescriptions and went somewhere else. They are terrible. What I don’t understand is if you can’t charge my insurance, why aren’t they charging my card. I still don’t know why they kept canceling and processing a new order over and over again. My insurance works, they could have charged my card too if anything but nope.

## App Name: nurx-birth-control-delivered

2022-07-30 01:12:14

brookethegrey

Was great, what happened?

When I first signed up, it was a breeze, I loved it. Received my initial consultation quickly, and prescription was sent. When it was time for a refill I wasn’t quite in need, so I let them know and they skipped it. Again, quick and easy. Then when I was ready for a shipment, and actually in need I asked several times if I could up my prescription strength, I would go days between responses, and was quick to reply when I actually would get a response, but then nothing back for weeks. They cancelled my prescription, now I’m without and cannot get anyone to answer my messages or refill my prescription. This is beyond frustrating, I turned to telahealth b/c it’s supposed to be convenient, this is just irritating. I’ll be deleting the app and heading to an in person doc. Thanks for the absolute let down, Nurx.

## App Name: nurx-birth-control-delivered

2020-12-30 19:06:09

Jxnnzsnsnd

Disappointed

I was a long time user of Nurx and used to recommend it because it was so convenient and easy. After moving states however I had issues with my refills being sent to my new address because they were not servicing the state yet. Not a huge deal, totally makes sense. But while trying to arrange a way to get my remaining refills customer service was really generic and unhelpful, one rep specifically was blatantly rude.   
In my most recent 2 refills they also kept switching back and forth my prescription even after I had authorized ONLY the brand requested and no generics and it had horrible impacts on my mental and physical health even though they swear it’s the same formula- it’s not.   
I was hopeful to keep using them once service started up in my new area, but now I will be using other options.  
There’s many more apps to choose from for telehealth needs- especially now!

## App Name: nurx-birth-control-delivered

2023-04-05 21:03:48

Helenm\_22

Horrible Customer Service

I signed up for Nurx to save money and get my pills on time. I had issues from the beginning with insurance, timing, shipping and other things. I would use the in-app messaging (which they recommend) and rarely got a response. I tried calling the customer service number 4 times and the line would hang up after 15-20 minutes of holding. I’m fed up with Nurx, but I need to get my prescription in the next 2 days. This has stressed me out so much and I would never recommend trying Nurx.  
  
Update: They’re now charging $3 extra with every prescription filled for a “service fee”. This is ridiculous because their customer service is slow and you’re just getting copy and pasted messages that don’t answer any questions. I’m attempting to cancel/delete my account now but they’re making it difficult.

## App Name: nurx-birth-control-delivered

2023-03-25 09:00:15

Dmf87

Unresponsive customer service

The app design itself is nice, user friendly UI, easy to navigate and helpful articles. The questionnaire to get meds is fairly thorough and the processing/delivery time to actually get my meds was really simple and surprisingly fast.  
  
HOWEVER this is where the positives end. The messaging system on the app is a joke, no one responds and if they do you're lucky if it's within 5/6 days. Completely unhelpful, especially for someone like me who is starting a new med and is experiencing side effects, some concerning. I cannot wait nearly a week for a short, generic reply. It needs to be more immediate.  
I can't even imagine how frustrating this is for people with more serious problems than me.  
This severe problem alone warrants a one star review and I will be canceling and looking elsewhere. Totally unacceptable.

## App Name: nurx-birth-control-delivered

2021-04-13 03:56:10

massiemass98

Not for everyone, wish it was for me.

I’ll start by saying I loved this app and it’s services a year ago when I need my specific pill. I lost a pack a month ago and when I asked for them to advance my prescription so I’d have a pack for the next month; they told me they wanted to give me a generic brand and in their words “most women” don’t experience a difference. Notice they didn’t say all and why they wanted to change it I don’t know. I told them I’d pay extra for my brand because it’s the only I know works and they told me I can’t have my PREFERRED brand unless I have any medical symptoms with the cheaper brand they gave me. Ever since, I gave it a go and I’ve shown bad mood swings and spotting. Their communication has gone downhill I wouldn’t hear back for a couple days on the weekday as well. I’d say shoot but now this experience. I hate it now

## App Name: nurx-birth-control-delivered

2020-10-22 18:50:58

hm098!

Difficult to reach, always issues getting prescription

I’ve had an issue getting my prescription from Nurx every time it’s due. First of all, their distributor is ALWAYS out of stock of the most common birth control pills. Also, I didn’t hear from them this month and had to reach out, only for them to tell me my account says I have to contact them for my prescription - but this was never the case over the last 9 months. Now it is too late for them to ship my prescription to me. Additionally, half the time when I try to reach them by phone, the phone number DOES NOT WORK even though I call during their working hours (9-5 EST), and if I message them via the app instead, the messages are sometimes left unanswered for over a week. Their poor communication has left me very frustrated and disappointed, I’d rather make the trip to the doctor’s office.

## App Name: nurx-birth-control-delivered

2023-04-17 18:13:20

Hanbanana124

Great when it worked… taking my money elsewhere

TLDR: Is awesome when it works great, knowledgeable physicians that look out for your health and take your prescription survey answers seriously. NOT SO GREAT when it’s not working, randomly canceled packages, just up and leaving a major metro area without warning customers, causing me a ton of stress I do not need right now.  
  
 Nurx was great for the first two years I used it, no issues, great communication. In the last few months though, I’ve had several orders canceled with little explanation until I wait days for someone to finally answer my questions, and the most recent cancellation is forcing me to move elsewhere.  
  
On April 7, they canceled my recent order of birth control, never received a message about it. A week later, I received a message stating that I never responded to a previous message, a message of which I never received.   
  
Today, I finally got a message back: they are no longer doing business in Washington DC, and NEVER THOUGHT TO WARN ME IN ADVANCE  
  
I am now on the last week of the last packet of pills I have, and scrambling to find another alternative.  
  
In my opinion, go with a different option if you’re able to, save yourself the stress.

## App Name: nurx-birth-control-delivered

2023-01-04 22:55:52

yeahcallmeugly

Horrible customer service and please cancel my order and refund me I’ve been trying to do that

I made a request for acne med and at first I wanted it to be sent to a pharmacy but after messaging on the app and after 2 days of no reply I don’t want it anymore and I called customer support to put on hold for over 30 minutes I called again and same thing please refund me I don’t want purchase anything from such a company. I’ve tried to cancel the order all to no avail and my card has been charged even though they said i wouldn’t be charged until they approve my request. I even emailed them all to no avail please refund me before you approve it and tell me that I can’t cancel it. I will dispute it because this serves as proof that I requested to cancel my order way before it was approved or delivered

## App Name: nurx-birth-control-delivered

2020-05-12 22:34:23

emailleeeyy

A scam

Makes you enter all your insurance, id, and credit card info before they decide to tell you it’s $15 for an “online consultation” plus a copay and they’ll charge your card wo asking if your insurance is denied. There’s a ton of other apps like this that I’ll use instead. Or planned parenthood will give you a years supply of birth control for free even if you don’t have insurance. What a waste of time  
  
Update: you enter all of your information before you get to the order screen, which then displays the cost that is previously unmentioned anywhere. Thanks for reiterating what I already said. My copay through my insurance is $0 and the cost of all medications is $0. Getting birth control through this app will cost you at the very least $25 if the birth control you choose is free itself. It doesn’t mention how often it requires the $15 consultation and copay either.

## App Name: nurx-birth-control-delivered

2022-07-31 16:35:05

jaimielynnl

Disappointed

This app was great I’ve used it for almost a year. They normally respond in 24 hours and seemed so happy to help but now they don’t respond. I messaged them 5 days ago to get my medicine since I was almost out and that’s due to when I expressed to them it felt like it wasn’t working they told me to take two a day. They for some reason canceled it and then asked me if I wanted to have it reordered or sent to the local pharmacy. I said to my local pharmacy since I was gonna be out in like 3days. Its been 5 days of me checking and checking with no response. Like am I getting ghosted by this app. I was looking at reviews and it seems like they are doing the same to people that want it sent to there pharmacy. If they don’t respond in the next two days I’m just gonna have to switch to a different app.

## App Name: nurx-birth-control-delivered

2022-11-19 00:05:30

Para\_more

Convenient but No CS!!

I love the convenience of having my pills delivered and not having to go to the dr. For a prescription as it should be. However, recently their customer service is awful. I have been waiting for a response for more than a week. They just send me an automated message saying that they are behind on messages, but this is getting ridiculous. You can not use your FSA card on the site, so you have to request a detailed receipt for your refund and they take forever for provide it to you. Additionally, you have to contact them to change/cancel any orders so make sure you do it weeks in advance or they will not get to your message before your order processes! :( they seriously need to invest in their hiring needs.

## App Name: nurx-birth-control-delivered

2024-03-05 13:26:23

Pole0205

No urgency. Does not feel like quality care

I had no issue receiving my birth control from Nurx after leaving my primary doctor. When making a request for my antidepressants, they’ve wasted my time and left me incredibly angry and unheard. The only reason why Ive still been answering the single text they send me every other day is because they already took my money for the medical consultation.   
  
You don’t have the ability to establish proper communication since:   
1. they seem to respond only every other day   
2. It’s a new person every single time I get a response. It comes off as disingenuous and unprofessional  
  
I’ve been going back and forth between different people for the last week and a half, answering questions that would take less than 10 minutes to answer if they either offered a phone call or just had their people actually respond at a normal time. I’m still on 1/4 steps in order to receive my medication and it’s already been a week and a half. This has been so disappointing. It’s been hard to find a new doctor recently with my schedule but I think I’m about to cut my losses with this company. I’m truly disappointed

## App Name: nurx-birth-control-delivered

2023-07-11 20:37:59

thewestwind101

NURX HAS HORRIBLE COMMUNICATION

I tried switching to NURX after the pill club’s shutdown, and my experience has been awful. Submitted all my info, only to be told my order has been put on hold until a “todo list” is completed. I reached out through their online chat-zero response. I tried calling in, zero response just put on hold for insane stretches of time with no end in sight. I understand there is a sudden influx of clients with TPC closing but NURX needs to be honest with their new customers about the timelines they are able to work within. Instead they’re taking everyone’s money and are offering zero communication in the meantime. I’ve never had an online birth control experience this slow and frustrating. Do yourself a favor and use Planned Parenthood’s service instead-they got back to me IN MINUTES.

## App Name: nurx-birth-control-delivered

2022-06-08 00:15:42

nadaesteycaca

Waist of time

I decided to give this a shot as with 2 kids and a full time job it’s hard to make drs appointments. They take your $40 immediately and then you wait weeks to talk to someone via text. When I finally heard from a dr we discussed a treatment plan for my adult acne. She recommended a few medications and I was happy with our plan going forward. She said she would put the prescription in right away, which she did. I checked back after a few days of not seeing anything about a shipment only to find my prescriptions canceled. I was never notified of a problem or given a reason as to why. I have contacted them every day for a week and not received any response. Don’t waist your money. Just go to an office where you will actually be treated and not just get your money taken.

## App Name: nurx-birth-control-delivered

2021-06-14 15:51:10

Cooks921

Horrible Customer Service!

I have been using Nurx for about six months now. So I ran out of my birth control packets (i get the monthly pack) and still haven’t received a new one in the mail. I’ve been off of the pill for two days and it seems like I’m not gonna get my new BC packet until next week, which is VERY late than the delivery date that I selected on the app. I have attempted to call Nurx’s customer service line, only for me to wait half an hour and the automated voice messaging system saying that there aren’t any available team members to respond and hangs up on me! I called back two other times and it keeps hanging up on me!   
  
Nurx never messaged me that my BC package would come a week late AND it’s impossible to contact any team representative. Please do something about this!

## App Name: nurx-birth-control-delivered

2020-07-10 18:40:56

Farmgirl38002

Worst thing ever

I never write reviews but this is absolutely ridiculous to me. I got Nurx to get birth control virtually, well i gave them my information and my credit card information so that any co pay will go on it which is required. During this process they ask for you Rx numbers and that seemed like a lot to me so i decided to take my business else where. Well i had a question about how to get the numbers and they responded immediately less than 6 hours. I then asked them to delete/ deactivate my account and they have yet to respond and it’s almost been 2 days. My credit card is on file and i think this is absolutely ridiculous that they can only respond when it benefits them. I have tried to call and messaged multiple times and nothing yet. WORST EXPERIENCE EVER!!!!! do not get this app or provide them business!

## App Name: nurx-birth-control-delivered

2023-07-06 05:18:05

52701

Customer Service is nonexistent

I used to use the Pill Club and never had any issues other than occasional slow responses from their text customer service. Unfortunately, I think, recently, they merged with Nurx. According to them, my prescription ends on July 8th and I need to answer questions for renewal. Everytime I try to, it keeps giving me server issues after the last question. I tried calling them and I was waiting for 10 mins for someone to get to me, nothing. I tried messaging them at the app and emailing them as well, still nothing. I had to stop my pill bec I didn’t get my last pack from the Pill Club and Nurx hasn’t sent me one. This has been a complete nightmare and I’m currently looking into a different mail in bc company. I do not recommend them at all!

## App Name: nurx-birth-control-delivered

2023-02-06 17:08:17

Singingmime

No longer responsive

I loved this app for the first 2 years I used it, but when it came to renew my perception this year I couldn’t get in touch with anyone and would have ran out of my birthcontrol had I not switched to a new provider. So I don’t know what happened but they have more customers than they can serve. They also made it very difficult to switch the type of birth control I was on 6 months ago as I couldn’t get a response and even after finally getting a new prescription I was sent the old one and had to wait another 2 weeks to get the new one shipped. It’s not worth it for the fear that I’d have to suffer the hormone imbalance going without my birthcontrol would cause (not to mention unwanted pregnancy in the state of TX!) . Try one of the many other apps.

## App Name: nurx-birth-control-delivered

2023-07-22 16:44:52

Fannylu10

From Favor to NURX a nightmare

I went from paying $32 for 3 month supply without insurance with Favor, also called Pill Club, to almost $50 for the amount. I would have NEVER made this shift if it wasn’t for the fact that Favor closed down. When the switch was happening they told me they would send me an email to transfer my information over for a seamless transition, I did NOT get an email or contact since. NURX processing and customer service is slow, takes days. I’ve been trying to place an order for more than a week now, my payment keeps “failing” but the charges appear as successful on my account. If it wasn’t for the fact I already paid $25 extra for the consultation, I would immediately shift to another provider. Ridiculous

## App Name: nurx-birth-control-delivered

2022-09-29 00:53:44

dxcgg BFF s

Stay away!!!

I tried this service cause o needed a BC option and don’t have time to go to a regular doctor. It was the worst decision ever. They wasted 3 weeks of my time and now I still am going to be going back to a regular doctor. The nurses do not read your messages and will ask you the same question every day for a week wether you answer them or not. They do not reply to any questions or messages sent to them. It takes them an average of 2-4 days to respond to anything. They did nothing to answer my questions or address my concerns about the different birth control options, their solution was to send me to the website for the manufacturer. Don’t waste your time like I did. I went 3 weeks with trying to get a prescription and got nothing but headaches.

## App Name: nurx-birth-control-delivered

2020-06-04 18:00:40

Cnray

Takes forever to respond. And they don’t listen.

I was interested in trying a new birth control to see if it worked any better. Primarily, I take it due to hormonal fluctuations and heavy periods. It took two days for them to contact me back, and I received a prescription pretty easily. That’s where they earn the one star.  
  
Instantly, I began having side effects. I had none on the other medication. It took a week and a half to get any kind of response, and due to the migraine that the new medication CAUSED (I have only had a few in my life) they sent me a canned response. I tried to explain and they...literally sent me the same copied and pasted response. I looked into professional papers on what they recommended, and that wasn’t it. In fact, what they suggested would make my symptoms WORSE.  
  
Do yourself a favor and just go to Planned Parenthood.

## App Name: nurx-birth-control-delivered

2023-08-12 20:26:50

emily06230316

Horrible, frustrating experience

My birth control (Lessina) is perpetually out of stock, even though it keeps saying that they expect it to be back the following month. To get a pharmacy transfer, they ask that you call your pharmacy and give them a complicated set of instructions that if you’ve ever had experience calling a pharmacy in a major city, they won’t bother taking the time to understand.   
  
I had one shipment of a sixty day supply of spironolactone go out after I paid to get a prescription for it from Nurx (I’ve been taking the medication for years) and then it just stopped with no explanation.   
  
I tried to get a prescription for sulfur sulfacetimide sodium-sulfur topical (have also been using this as a cleanser for years) and was told it wasn’t covered by my insurance, but wasn’t given any follow up options to get some.   
  
Basically, I’m spending more time and effort chasing my medication down now more than ever than I would have just getting my annual physical in person at a doctors office/dermatology appointment and waiting in line to pickup my medication at a pharmacy every few months. I’m kicking myself for even trying this.

## App Name: nurx-birth-control-delivered

2021-02-14 18:00:19

\_miiow

Go to the pill club or any other competitor

My insurance card was never used although I tried connecting it many times.   
  
One month out of the blue my medication just magically wasn’t sent to me? My address & payment information was changed to an old address & card that I was using when I first started the program. Causing my medication to not be mailed on time. When I contacted them through their messaging service, I specifically asked if my information was correct so I can finally receive my medication - the person confirmed ... only for me to receive a message a few days later saying my payment was refused... and they were using my OLD CARD AGAIN?   
  
I don’t know what’s going on. I didn’t have these issues before. But the app & site isn’t built well. Going to take my services else where.

## App Name: nurx-birth-control-delivered

2023-02-07 20:43:17

shnatn

Slow to respond (still waiting for an explanation), and rising prices with no extra service

Hey, I've been a customer for awhile and I want to know why the prices have gone up/explain the new prices with no new added services/features to justify it:  
  
I've payed the $45 for the 3 months, and then $15 for my copay bc I had no insurance, totaling $60. It's been like that for the longest time.  
  
Now, I was just about to renew my prescription and I have to pay $25 for a simple questionnaire, $3 for support, on top of an undisclosed amount that I will be charged later...that's never happened before. It's very predatory to charge someone an undisclosed amount later, and I would be dumb to agree to it; I cant justify that when im struggling financially.   
  
What is the amount I'll be charged later? Why am I being charged more when the service im being provided hasn't changed?   
  
Please clarify the new charges for me and the 'undisclosed amount' that'll automatically be charged later if I were to go though with it. Im just trying to get normal birth control, like usual. Please help me out.  
  
Thank you

## App Name: nurx-birth-control-delivered

2022-06-30 01:13:43

Heatherly\_hb

Convenience with cons

Pro: gets a prescription to your door without finding a doctor and that’s a huge pro. Convenience is a huge pro. Con: - Takes about a week for a response - After getting my prescription, the check-in happened when I was due for a refill. Careless medical practice. - They simply agreed to a refill without asking how I am, they only asked for photos. I had to ask for a higher strength because I said I saw improvements. I didn’t have full relief. If you aren’t and advocate for yourself, they just check the. Box and move along.  
- This app is only for those that plan ahead. There is so much lag, if you aren’t planning months ahead and need the prescription now, go in person.

## App Name: nurx-birth-control-delivered

2020-07-02 13:39:36

lmichael98

Please read the fine print

I thought this app was a lifesaver at first. I paid my $15 consultant fee then get a prescription for birth control. About 4 days later a doctor communicated with me about what medication I was going to be on. Aprox 2 weeks later I got the medicine and everything has been good. Today I checked my insurance claims (I get email notifications from my provider) and it shows that Nurx charged my insurance $150 for the real consultation fee and your $15 is basically just covering shipping and whatever else. Now this $150 change my insurance paid 100%, but I can literally go to a local pharmacy or dr and get free birth control. I paid the $15 because I thought this was convenient, but never in my life will I use Nurx again. I can’t imagine how a consultant fee would cost $150. This was so disappointing to see.

## App Name: nurx-birth-control-delivered

2020-05-31 12:23:17

Eliza2003:

Terrible service

In the beginning of may I placed an order for birth control which I needed immediately but it was taking to long for my prescription to be processed because I forgot to put my apartment number. So I asked for my money back which took forever I only recently got my money back and it’s the end of may. But when I got my money back they charged me AGAIN and started the process of shipping birth control I called them and asked them to cancel it but they never did. I don’t work right now and I can’t afforded $45 dollar taken out of my account. I already currently supplied for birth control until I get my self together so I wasn’t worried about that factor . But yet they charged me birth control without my permission. I would not recommend Nurx at all .

## App Name: nurx-birth-control-delivered

2023-05-27 09:59:29

NEGLCA

Keeps charging without service

Nurx quit carrying my medication but started charging a 3 dollar monthly fee. They had never charged that before. This was on top of the fee for the “consultation” to prescribe. My prescription was transferred to a local pharmacy, and then I continued to be charged 3 dollars. I told them they were no longer serving me as a client and they then said I was deactivated and would no longer be charged. Here we are a month later and I’ve been charged again and they say they won’t refund me. There is no “cancel” button anywhere. You have to request to deactivate. Which I have. I know it’s only 3 dollars (repeatedly), but when I signed up there was no fee. And now I’m having to go to the pharmacy to pick it up anyways. Highly irritated.

## App Name: nurx-birth-control-delivered

2021-03-21 13:09:28

-sarahx-

Horrible

I only switched to Nurx for my migraine medicine because Cove stopped servicing my area. First of all, Nurx charged me $60 for a “visit” which was me doing videos and then a 2 second phone call. Then they tried to make me agree to a medication I did not want to take. I threatened to cancel and ask for a refund and they said fine you don’t have to, and gave me the migraine med I wanted (I have had migraines all my life and I know what works for me. Not a newbie here.) I was able to fill the RX for two months before they sent me a follow up extensive questionnaire then proceeded to put my medication “on hold” and now are refusing to respond to my questions with no explanation. I was paying for an easy way to get migraine medicines and after two months it’s become more difficult than my doctors office. No thanks, try Cove

## App Name: nurx-birth-control-delivered

2023-06-28 18:06:19

Julie Amezcua

Transferring from the Pill Club

Earlier this month i was prompted by the pill club to switch to Nurx as they were transitioning all their patients to them. I did it with no problem but my account says the delivery date says N/A when i look to see when my next package is coming. I am on my last month and i really need to get a new shipment. I try to contact support through the messaging on the app and i get no responses. I’ve been trying for the past week to use the phone line they have, i wait 20 minutes and still get nothing. As i am writing this i am still on hold on the phone. I emailed them too and i still haven’t gotten a response. I seriously don’t know if i’m going to be able to get my prescription for this month.

## App Name: nurx-birth-control-delivered

2023-02-23 15:24:02

ihatethrivemarket

Horrible customer service

This used to be a super convenient and easy way to get birth control, but not anymore. I’ve used this for years and have not had any issues until recently. I have been waiting for three weeks for them to review my medical history to renew my subscription with no end in sight. Every time I try to message them to get a time frame ok when my medication will be filled, it takes days to get a response and it’s always the same generic response from different people saying “so sorry for the delay in response, we’re behind on our messages and requests” with no information on how long it’ll take to actually get to me. I have no idea how long I’m going to be without my medication now.

## App Name: nurx-birth-control-delivered

2022-05-13 09:25:31

Jigsawxyouth

Non-existent support

Not sure what happened in the past year, but in-app support is useless if you need to contact someone about your order.   
Notifications are no longer sent if there is a possible issue with your order.   
My last order was never sent out, I attempted to contact support in app with zero response. I tried calling the support number to be on hold for almost an hour trying to get a straight answer about the status of my order. (Incredibly annoying having to hear about how you can “easily” contact support in app with account help even though no one will reply back if you need help)  
TLDR; If you need any assistance with your account/order, support does not exist and you should look into a different service.

## App Name: nurx-birth-control-delivered

2024-01-30 19:33:07

trash\_g0blin

AWFUL CUSTOMER SERVICE

I would like to start by saying I'm not the type to leave reviews, but after this experience, I feel like I have to.   
  
I had three prescriptions going: birth control and two acne medications. After repeated problems with taking all three, I put a hold on all prescriptions. I found out Nurx had pulled $50 on a prescription that had not only been placed on hold but was also previously covered by insurance. I had let the care team know that I had no interest in prescriptions that weren’t covered by my insurance and to notify me if anything changed. I called to try and get it refunded, and the lady who helped me was extremely short and borderline rude. I was told there was nothing she could do since it had been shipped. I was told the best she could do was put all of my prescriptions on demand or hold, which they already were. When I asked clarifying questions on how it was even charged in the first place, I was cut off and ultimately hung up on with a “Have a blessed day."  
  
   
  
I will be deleting my account, and I am very disappointed in how the company handles customer service.

## App Name: nurx-birth-control-delivered

2023-09-26 20:51:32

Chey603

Horrible

Heard good things about this app so decided to try and at first it was fine even though it was annoying only getting a one month supply at a time even though I told them multiple times that my insurance allows at least a 3 month supply at a time and nuvaring needs to be refrigerated so I always had to make sure to get it from the mailbox quickly after delivery. After 3 or 4 months of free birth control through insurance all of a sudden they tell me each ring will cost me $560 and is that okay with me? Um no! I tell them it’s a mistake and please run it through insurance again and I get some generic blow off answer. Go to the OBGYN and she prescribes 4 rings at a time and lo and behold they are FREE.   
  
Total disappointment don’t waste your time

## App Name: nurx-birth-control-delivered

2023-08-02 02:17:22

Cati Beckmann

Let down

I have used this app for two years with no problem. Always got my medicine on time and timely responses. Not this year. I’ve been waiting over a week for a response on a refill. Tried to fill it a month early and now I’m running out and worried. Don’t count on this company if you actually want to receive prescriptions on time. They will keep sending the same message that they are really busy and will be with you in a few days, over and over, when you write through the app asking for an update (which will take 4 days to get the form response). Meanwhile sending a bunch of emails to persuade you to ask for more prescriptions from them. Why? So they can slack on refilling those too? Garbage.

## App Name: nurx-birth-control-delivered

2022-02-16 14:38:45

bkoizumi

Terrible customer service, all they care about is taking your money

I usually don’t leave reviews but this experiences was truly awful. If you’re someone who is looking for emergency contraception, it’s better for you to just go to the store and get it instead of going on Nurx. They are truly awful because there’s no sense of urgency and also you pay a $15 consult fee plus a $15 fee for shipping and on top of that the emergency contraception which is $45. So you end up paying a lot more for it than just going to target or Walmart. Skip them, and don’t use them. They only care about getting money from you and don’t even actually provide a medical consult. Go to your doctor instead or just go to a discount retailer to get your plan b

## App Name: nurx-birth-control-delivered

2023-03-01 05:07:06

rasararas

Negligent

UPDATE: they literally CHARGED me $3 without my consent after dropping services for over half a year already. I don’t even have the app on my phone and supposedly my payment information was already “deleted”. This company is truly disgusting, please use another service instead.  
  
I would strongly advise to avoid unless you truly have no other means of getting BC. Their response time is getting worse and worse, and every reply is sent by a different person. So far I’ve waited 10 days and counting without a response in regards to correcting a refill sent to my pharmacy. Also, be aware that their staff don’t really know what’s going on either? I was told my prescription was fine because 1 Xulane patch was good for 1 month??? Ridiculous.

## App Name: nurx-birth-control-delivered

2021-02-25 17:22:27

whycantifindanickname7392)39-)

Horrible

Absolutely awful because they do not care about the customers/patients at all. They rarely respond on time and it’s been almost a week without my medication and nobody has responded to multiple attempts at reaching them. The absolutely debilitating pain from missing my pills while having endo has taken me out of work for days and left me miserable. They have all of this in my file. And they SHOULD have had that I cannot switch to generic, yet they messed that up and I had to remind them three times before they stopped charging money me to fix their mistakes by requesting the medication I actually need. If you don’t care about missing pills, actually using it as a contraceptive, or assisting with health issues, the app is fine. Otherwise- DONT USE THEM. They’re terrible.

## App Name: nurx-birth-control-delivered

2023-08-31 17:43:54

Haleynbuch

Awful company

I came from The Pill Club where I got free birth control, also free extras (condoms, plan b etc) then this company buys them out but doesn’t offer the same benefits? Sure you get your pills mailed to you but they charge a ridiculous amount. After I questioned them about it they said my insurance must’ve changed when I came to them. No my insurance doesn’t change from June to August. Awful customer service it’s taken over 2 weeks to get a explained response from someone, they also would not prescribe me the birth control I was previously on after they told me I could but highly encouraged me to switch for whatever reason. I’m guessing because the one I was on would’ve been free.  
Would not recommend to anyone.

## App Name: nurx-birth-control-delivered

2023-08-23 23:18:36

miichellyy

Keep charging me when I haven’t fulfilled a prescription

I love the idea of Nurx, really. I’ve been using them for about 3 years now for tretinoin. It’s so much easier than going to a derm. However I’ve noticed a significant decline in their customer service recently. For the last 4 months, I keep getting charged a monthly $3 fee when I haven’t even ordered a refill for that month. Every time I message support, they just respond with an automated response. It takes me about 2 weeks and pushing back about 4 times in order to get this stupid $3 fee refunded. I don’t care about a $3 fee when I actually refill a prescription, but I shouldn’t be charged this in the months I don’t refill! Seriously, fix your process.

## App Name: nurx-birth-control-delivered

2022-10-27 07:51:11

jesus jose martin martinez el

UPDATED review -

Now I have a developer messaging me calling me "Jesus". I'm not sure if that is a joke about my religion or a bad joke about my Hispanic name.   
  
Please do not use with this app. They steal your data and credit card info, then do not ship out the items your order. I paid $15 for a "medical consultation" from a person who wasn't a dr, then I was told no we can't ship out your order. My insurances covers emergency, contraception, birth control, and other sex health related items. However the medical professional stated that I would to pay full price. Honestly feels like a scam and clears doesn't run your insurance information. I'm out $15 and this took 4 days for them to tell me this. Waste of time and money if I could rate it 0 out 0 I would

## App Name: nurx-birth-control-delivered

2020-11-02 18:17:31

Bdawg95

Not worth the hassle

I was looking for a way to get a new prescription for my birth control without having to take time off work during the pandemic, and go into a dr’s office.   
  
Turns out I should have. The nurse practitioner was rude and completely dismissed my issue of the fact no drug stores are doing blood pressures right now and then charged my insurance for 3 months of my prescription and only sent me one month. I’m contacting my insurance to try and have them file a claim against Nurx.   
  
Lastly, this company feels virtue signaling and preaching politics is vastly more important than good customer care. I frankly don’t care about your political leanings. I pay you for birth control. That’s it. End of discussion. I would stop seeing a doctor for this same reason so I don’t think it’s an unreasonable expectation.

## App Name: nurx-birth-control-delivered

2024-02-27 14:34:01

Zoelaren

Needs a lot of work

I like getting my bc prescription without having to miss work but the communication through this app is horrible. After my first dose they stopped carrying it and I was never notified. I had to contact myself and ask why my medication wasn’t delivered to then be told they stopped carrying it. Now I asked for it to be moved to a different pharmacy since I have moved and I was told they would send my prescription to my new pharmacy just to get a message hours later that my medication was sent to my old pharmacy. They need one worker per case to stop all this miscommunication. I am extremely frustrated with the lack of ease in these situations.

## App Name: nurx-birth-control-delivered

2023-06-26 01:34:22

Kitty Kaytas

Disappointed

I was formally a happy member of The Pill Club, unfortunately their doors closed & they had moved me along to Nurx. It’s been two weeks since my information was supposedly transferred to Nurx. Yet none of my information seems to be on the account. At first, I was trying to contact them to see what was going on with my prescription. I have called numerous times & reached out through their online messaging option & have heard absolutely nothing. Quite frankly, I just want to delete the account to be secured nothing will get charged. I haven’t even been able to get a hold of a person for that either. It’s been so far an unpleasant experience. Please beware for anyone who is looking into their services.

## App Name: nurx-birth-control-delivered

2023-02-08 23:10:14

Kay-seee💕

Really gone down hill over the years

I love the concept of Nurx- affordable and accessible birth control. I first started using it when I lost my insurance in 2019 since I couldn’t afford a healthcare provider. But the execution has severely declined over the years. It now takes almost 2 weeks to get a response, prescription change, or order renewed. Every time it the same response- “an influx of patient”. Well due to this I’m about to run out of my prescription and won’t have a refill sent to me when that happens. There are a lot of other online services that do the same as nurx now, so after this refill I’ll be canceling and switching to another provider.

## App Name: nurx-birth-control-delivered

2023-06-28 18:37:33

Annnzieess

Pill Club Switch

I never write reviews for apps, but I have to for this one. Been a pill club for many years. Unfortunate that they have to switch to a different company. They switch to Nurx while I had an order of birth control ready to be shipped. Couldn’t reach out to the pill club after a certain date, so I’ve been trying to reach out to Nurx. I messaged them, and wait an hour on the phone for no one to answer. I went on the Nurx app and saw all the bad reviews from people moving from TPC. I am on my last pill pack and need a refill like ASAP. But this company is not replying, so I decided to cancel this subscription (but where do I even do that on the app) lols. I messaged them.. hopefully they don’t charge me for anything.

## App Name: nurx-birth-control-delivered

2023-01-24 17:00:56

inconcordia

Not responsive

I used Nurx for years and for the first few years I had no issues getting my prescription. Recently, their response time has been ridiculously slow- like literally 10 days between messages. They need to stop taking new patients if they can’t field the demand for their service. You also never get to speak directly to your provider and get a different representative every time you send a message. There’s no reason to wait 10 days when other services like Planned Parenthood exist and can turn around prescriptions in literally 10-20% of the time it takes Nurx to do the same while allowing you to communicate directly with your provider. Take your business elsewhere!

## App Name: nurx-birth-control-delivered

2022-02-02 18:03:59

mandapandea

Horrible Customer Service

I ordered a prescription through them and they didn’t contact me for several days after the order. I would hit them up every couple days to make sure everything was in processing since no progress was being made on my order. They then said said there was a problem processing it and they would have to reprocess it. Ok sure, reprocess it. Then I get a message that my insurance denied the claim because my coverage was terminated… um no. So I called my insurance and sure enough I still had active coverage and to top it all off my insurance informed me they NEVER received an insurance claim for my prescription. This app is a scam charging $15 for a “visit” and then denying your insurance to then charge your card $90

## App Name: nurx-birth-control-delivered

2021-09-07 14:16:21

Hajahsjshsj

Terrible!!!!

This app claimed to accept my insurance so I made an order for birth control. I used my credit card to pay for the $15 doctor consultation fee. Then all of a sudden they don’t accept my insurance anymore, I then tried to cancel my order and after weeks of trying to get in contact with someone they finally told me I couldn’t cancel it and I would be charged each month $45 for a generic birth control. During this time I had already made a doctors appointment in person and got the name brand birth control for free through my insurance so I have no use for this and I am now out $45 dollars for something I could’ve got for free. Being a struggling college student money is tight, so thanks Nurx for being so awful!!!!!!

## App Name: nurx-birth-control-delivered

2020-05-31 20:49:45

SeattleCece

The App is fine, the service and co. Is awful

Here’s the thing, I haven’t taken BC in 10 years. Signed up with NURX because of all the “good reviews.” Their service is horrible. The doctors don’t actually care, they give you blanket and generic responses and can take up to a full week to respond. They continuously tell you how it’s not a live chat service, regardless it doesn’t take you 7 days to respond. This happened to me multiple times! Where I had concerns I wanted addressed with a thoughtful and thorough response but I did not get that. I got a doctor in a hurry to tell me “it’s fine.” Thanks for the reassurance. Just a terrible experience for online BC and lack of communication and bedside manner and customer service. Will not recommend, to anyone. So disappointed in this company.

## App Name: nurx-birth-control-delivered

2024-01-05 15:19:55

rmaymie24

Nothing but issues

First the team prescribed me a birth control that caused uncontrollable bleeding. Then they started sending my birth control late to my home making it impossible to stay on a schedule causing me to miss pills which isn’t great for preventing pregnancy. Then every month was a hassle trying to get them to send the auth for my birth control each month to my pharmacy. And then suddenly, they were unable to prescribe the birth control I had been using for 2 years stating that I was high risk for heart attacks when nothing proved that to be true and nothing had changed in the 2 years. Just overall disappointed and then being unwilling to fill my birth control this last time was my final straw.

## App Name: nurx-birth-control-delivered

2022-06-20 14:22:13

Smagoat

Unreliable communication and response times

I loved the convenience of this app when I first started using it but am extremely disappointed in my service after almost two years. Most of the time the customer support won’t answer my messages and can take days up to a week to even reply and sometimes not at all. I’ve gone a couple months now without birth control because of extremely poor and infrequent communication that I’m still dealing with as well as serious internal organization flaws of this service. Fix your response times and communication frequency. If you are thinking about using this service, I’d look elsewhere until they can work out the bugs.

## App Name: nurx-birth-control-delivered

2021-02-16 02:44:57

hebeiebeiebejebjwbsjb

Do Not get birth control online.

My cousin got birth control off this app. She ended up getting blood clots in her right leg and ended up having to go to the hospital cause they said it could go to her lungs and heart if not treated. She had no health risks or anything. She had to get two surgeries to remove the blood clots after the second surgery she lost feeling from her chest down. They then found blood clots in her neck and bra strap they recently found more clots in her right leg but are waiting to do surgery so it doesn’t go to her heart. If you think this isn’t serious it is and I’m warning girls who use birth control from online and just in general. Be careful. My cousin is now paralyzed because of this and they’re not sure if she’ll get her feeling back.

## App Name: nurx-birth-control-delivered

2024-01-10 15:00:02

Parisamor

An Issue EVERY refill

I was originally with Pill Club and was transferred to Nurx when they went out of business. Since that time I have had so many issues. I never just have my prescription in the mail when I need it. The in app messaging for support takes a week to get a clearly copy and pasted response (that doesn’t answer any of my concerns). The call in line is great and very helpful but I should not have to call in every time I need a refill. I have had to call in and have it transferred to a local pharmacy for me to pick up many times which is the opposite of what this service is supposed to be. DO NOT recommend. This is way more hassle than not using a service like this at all.

## App Name: nurx-birth-control-delivered

2021-09-20 01:15:17

GemmaandBee

Not a legitimate healthcare provider

Don’t use this app. Just do telemedicine with a real person. I gave Nurx a try because I liked the idea, but it’s super sketchy. You talk to a robot on a survey about your health needs instead of a person. You can’t cancel anything if there’s a mistake, and you can’t remove your credit card from the app. If there’s a mistake, they say they can’t stop any prescriptions from being filled and sent to you. If insurance decides not to cover it, you can’t decide not to fill the prescription like you can at a real pharmacy. Your messages go into the nether to be picked up by whoever in the company sees it, and they tell you the same thing I just wrote. Do telemedicine. Don’t use this app.

## App Name: nurx-birth-control-delivered

2020-08-04 14:43:42

kalreviews

Terrible customer service

First, make sure that if you need something specific they write the prescription “dispense as written” or you might get a random substitute.   
  
Messaging in the app is extremely frustrating. It takes a minimum of 24 hours to get a reply, sometimes days, one time over a week. In order to fix my incorrect prescription, it took over a month of back and forth messages, causing me to not revive my correct prescription until days after I needed to start my pill pack.   
  
They do not prioritize messages, nor is there a live chat function. Even though I would respond within one minute to messages I received, I needed to wait however long it took, and even with my diligence and sending messages indicating urgency, nothing helped elicit the service or help I needed.  
  
This so is no substitute for the care of a pharmacy or doctor. It does not make me feel listened to, nor cared for. I never thought I would say such a thing, but I appreciate the doctors and pharmacy so much more now after using this terrible service.

## App Name: nurx-birth-control-delivered

2023-03-02 22:47:19

Dianasssss

Very unhappy

It took so long for my questions to be answered. For some reason my insurance wasn’t covering my prescription and they charged my account without attempting to give me other options. When I was trying to refill and sort it out later, it took so long to receive a response that I ended up missing weeks of my pill. This was remarkably disappointing and inexcusable in my opinion.  
  
Update:   
I emailed review support and customer support because despite requesting that my account be closed, they charged my card! I am still waiting to hear if this is going to be resolved.   
To anyone tempted to try this service/app: beware! I have never been so disappointed. I do not recommend.

## App Name: nurx-birth-control-delivered

2021-04-22 23:05:21

Brandon MB

Frustrated

I’ve been a member for just over a year. There have been bumps along the way that caused gaps in receiving the medication (mostly really long shipping times). But most recently I renewed my membership and received confirmation that my prescription was renewed. That was a month ago. The pharmacy still does not have an order for the new Rx and I have sent several messages through the Nurx app to try to get this resolved before I run out of the medication. It’s been over a full week and NO RESPONSE. There’s not another way to contact them. They charged my credit card for the renewal which includes support. I am not a happy customer.

## App Name: nurx-birth-control-delivered

2024-02-10 02:14:39

Tastytowne978

Used to be good

This used to be a good, efficient and helpful way to get my pill without hassle. My ob is fantastic but she lost her office person and now it takes forever to get a message through to her to renew. So I used Nurx which was great until recently. Suddenly they have to have me renew my prescription and ref review once different people write me with weird different requests and tell me different things about the status. It takes days or weeks to hear from anybody. Some rando will suggest some “new and fantastic” pill that I don’t want and then they get upset and out my old script, and I have to totally resubmit everything. Why???

## App Name: nurx-birth-control-delivered

2020-05-18 14:03:10

JdjdndjcklZhcidks

Poor communication and customer service

This is more a review of the service than the app. I used to do this through Planned Parenthood app which was great. Prescriptions went out automatically every three months, messages sent to alert you, etc. I switched because Nurx takes my insurance so I’m saving $25 a month. I’ve had several instances where I’ve sent messages with no reply. There is no communication about refills so each time I’ve had to reach out. I’m still not clear if the refills were going to ship automatically or only shipped because I reminded them. If you read through the reviews (here and on social media) this lack of communication is clearly a chronic issue that they are either unable or unwilling to address.

## App Name: nurx-birth-control-delivered

2023-11-04 02:44:30

ventilatte02

Unreliable

When pillclub had been bought out by Nurx I was fine with it. but they are awful.  
my first subscription came a week late. which when you’re using the app for birth control or any medication for that matter does not work. i tried to contact them through their messaging system and it took forever for them to even get back to me. they told me they would change the date of delivery but nothing changed. the second shipment I received only came with a 1 month supply when I typically receive 3 months. so what is the point of taking birth control when every pack I receive is going to be late? absolutely disappointed in this company.

## App Name: nurx-birth-control-delivered

2023-01-10 20:25:49

\_healinqs

Worst customer service I’ve ever experienced

I got this app because I figured it would be easier to do online telehealth opposed to going in person and having the way I was truly wrong. If you’re thinking about getting this app and having a good experience, don’t hope to high. multiple times I had asked questions and had genuine concerns and I didn’t get a response for days. I then tried to cancel and then wouldn’t get a response for days and when I did, they wouldn’t let me cancel if I wanna cancel something I should be able to, but they simply would either take too long to respond or they wouldn’t do it. I absolutely hate this app. I will never use it again.

## App Name: nurx-birth-control-delivered

2020-05-28 00:08:48

Chodeb

Read carefully before you submit anything.

The site is very misleading. Said it delivered to my state, but after I put in all my information and credit card was charged they tell me they don’t deliver to my state. Also flout having this great and quick communication yet took 6 days to respond to a message they initiated... kind you it took less than 24 hours to be charged for “service fee” for them to process my application that I wasn’t able to complete due to misleading information. Can’t say anything towards their actual function of getting meds and all that since I never made it that far. Just read everything BEFORE you press submit.

## App Name: nurx-birth-control-delivered

2022-06-25 04:20:23

Elletee77

Will spam you

I submitted a prescription request for a medication that I’ve been using. Their “Dr” prescribes me an entirely new prescription that I didn’t ask for. No matter how many times I messaged customer service that this was not what I requested, they kept replying back confirming shipment of the new medication.  
  
I got stuck with a new medication and cost for it. I asked for my account to be closed and they never responded.  
  
Fast forward to 3 months later, they activated a subscription for this unwanted medication. I have asked repeatedly to stop the order, to cancel my account. No response.  
  
So I went in and deleted everything, my saved card, insurance, ID. They’ll try to bill the pre paid card and it will fail.   
  
This is the ONLY way to get them to not ship you medication you didn’t ask for!  
  
Since they take the time to spam me via email and text, I’m going to request my account be canceled, at least 50 times per day. Until they get to it. I will increase it to 100 per day until they shut down my account.

## App Name: nurx-birth-control-delivered

2021-08-04 18:29:37

mikalaraine

Don’t Waste Your Time

Signed up for Nurx, received my first month. Everything was great. When it came time for my second month to ship, the order was canceled. I sent several messages to Nurx over the course of a week via the app and never received a response. Their app specifically says messages will be responded to within 48 hours, which is obviously a lie. I reached out to their Facebook page and was told “Someone will be in touch with you ASAP”. Still haven’t heard anything. I ran completely out of my birth control thanks to Nurx. Was telling a friend about it and she said Nurx did the exact same thing to her. We have both switched to The Pill Club. Don’t waste your time with Nurx. 👎🏻

## App Name: nurx-birth-control-delivered

2020-06-30 21:02:58

HFaircl1

Very long wait/process

I started this process 14 days ago. And just yesterday I got notification that my BC shipped, only to be greeted with another message today that my shipment was being prolonged with no explaination why. By the time at arrives, it will have been 20 days. I uploaded all my info and filled out all surveys on day one. The doctors will message you a question to follow up (which I immediately would reply to) and then take 48+hrs to follow back up with another question. Hopefully once it’s delivered, it will be a lot smoother. And maybe some delay is due to the virus. If you are looking for a quick resolution to get birth control over making a doc appointment, this is not it.

## App Name: nurx-birth-control-delivered

2023-09-29 05:24:28

Amberrr25

Delayed Birth Control

I was a member of the pill club before they closed operations. My prescription was supposed to be “transferred” to NURX and I had to contact them several times to make that happen and was delayed in getting my medication. I got a 3 month supply and I need a refill literally today and my package hasn’t even been transferred to the pharmacy for shipping yet. I contacted NURX 3 days ago to ask for a quicker option and they cancelled my subscription “in case” I want to do a one time pickup at a local pharmacy and haven’t responded to my yes answer in days. Bottom line: you’ll probably run out before you get new pills and I don’t even skip the placebo week( but have asked to ) 😅

## App Name: nurx-birth-control-delivered

2020-12-23 02:48:24

lks720

Clueless customer service

Nurx is great until you have a problem and need a human to help you with it. I got a notification from my insurance provider that the pharmacy Nurx has been using to send my prescription will not be in network next year. I tried to confirm whether Nurx’s pharmacy will accept Blue Cross and Blue Shield insurance in 2021 and at least three different customer service couldn’t tell me. The last one rudely tried to explain to me “how insurance works” and made out like they can’t tell me the cost before I renew with them. I know exactly what my cost should be, I just don’t know if their pharmacy accepts my insurance. I will not be renewing my prescription with this service, which is a shame because in theory it should be super convenient.

## App Name: nurx-birth-control-delivered

2020-10-20 18:07:30

RebekahNameWasTakenWTF

The “doctors” are automated messages.

I used Nurx before with no problems, so why was this time so difficult? Every question I asked was answered with an automated message by “Dr. Nimi Dev”, “Dr. Jennifer”, and “Dr. Austin”. I received two messages that said, at the top, that they were “Dr. Jennifer”, and at the bottom, that they were “Dr. Austin”.  
Don’t waste your time with this service unless you know exactly what you want and ignore the “doctors”. They waited more than a week to tell me my pill wasn’t in stock (I understand not being in stock. But a WEEK?) and then continued to give me the run-around while not being clear in their AUTOMATED MESSAGES.  
  
I cannot believe a good service that I used prior has deteriorated into such gross excuses for customer service, absolutely no help or rapport with the “doctors”, and a frustrating wait time where you could have gone to The Pill Club or somewhere else and gotten your order in less time than it took Nurx to tell me it was unavailable.  
  
I do not recommend this service unless you know exactly what you need and are going to ignore the messages from bots posing as “doctors”.

## App Name: nurx-birth-control-delivered

2022-12-30 17:24:32

KourtneyRF

Patients with Mental Health problems NOT welcome

I am seeing a therapist and a psychologist from a local practice. The person managing my meds at that practice has moved to another area and I have had trouble finding medication management locally. I just needed the prescription I have been taking for years continued and I know how to manage my own meds, but apparently even though I know what works for me and already have a support system, I am too scary of a patient.   
  
Thanks for wasting my time! I’m desperately trying to find a new prescription before it runs out, and you took a week to refuse me and not even consider offering a stop gap. What, do you think I’m using sertraline recreationally?

## App Name: nurx-birth-control-delivered

2022-07-11 16:19:53

Domochichi

5 year customer sadly had to call it quits

I have been with Nurx since 2017. Was very easy and quick. Never worried about getting my birth control once unless I forgot to re-place my order. Recently they have been forgetting to ship my birth control. It will be one month late. But recently it has been 2-3 months late!! I can’t believe it. I finally got some notice of my birth control after waiting two weeks from my first message. I have called it quits. I do suggest them if pharmacies are very out of the way, but good luck having them ship them to you regularly. It was a good run, but like all companies that start off small and turn big, they start crashing.

## App Name: nurx-birth-control-delivered

2023-07-18 14:06:54

anonymous-person444

Will rob you

Doesn’t matter if you have insurance or if you picked up your medication over a week ago, they’ll still charge after you specifically left the box unchecked that gives permission to use your card without contacting you first. When you reach out for a refund when this happens over and over they’ll just send you your tracking info and ignore your messages. They’ll keep billing your insurance but then they’ll just keep charging your card too. Also if you delete your card out of their system it just comes back when you refresh. Enjoy being Nurx’s piggy bank bc your bank info is not safe with this company

## App Name: nurx-birth-control-delivered

2022-11-12 13:54:53

TjjWang

Incredibly hard to cancel subscription

While the service was amazing when I needed it, I tried multiple times to cancel my subscription before a new order was sent out. Then right after they charge me and ship out the order, a customer agent finally cancels my subscription. Initially when setting up my account, the agent was incredibly helpful. They cannot refund me or take the unused medication back. What a way to rob your patients or money when they no longer need the service. I would’ve rated a 5 but because they could not honor my cancellation in a timely manner, it’s a 2 for me. BEWARE.

## App Name: nurx-birth-control-delivered

2022-07-21 03:07:47

css0115

Delivery issues

I liked this app until a recent issue popped up. I renewed my prescription and figured it was running late. After 3 weeks of purchasing it, I checked delivery and it had said it had already arrived even though I never received it. Talking to Nurx was pretty much pointless. They told me they couldn’t do anything and said even though I had paid $120 for a shipment that never came, I’d just have to buy more. That was their only resolution. I’m canceling my prescription soon. There is no point paying a hundred dollars for a company that can’t even guarantee you a prescription that is time sensitive.

## App Name: nurx-birth-control-delivered

2020-06-20 22:40:17

adSdfghjkl

What a complete headache.

If it works how it’s suppose to, it would’ve been a great service to have. However it is a complete headache. I had moved and didn’t have a primary care doctor to prescribe me the pill so I tried Nurx.   
  
 I’ve had nothing but problems with Nurx. Whether it’s prescriptions being lost in the mail, being a month late, or them saying my insurance isn’t working when I just used the same insurance that worked a month before. I’m so sick of this. I have issues with painful periods and I can’t have a service that makes me wonder if I’ll get the medication I need to manage them. I tried for 6 months and now I’m going back to a primary doctor because this is just not worth the complete mess it is.

## App Name: nurx-birth-control-delivered

2023-01-11 14:47:29

MegOpinions

Response issues

Once service is established with Nurx it is extremely difficult to get in touch with someone. I accidentally pushed my birth control delivery back by a few weeks leaving me unprotected and I could not get a response from the care team after several messages. When I finally did get a response they acted like it would be fixed and it was not. Then their solution was to have me pay for out of pocket medication instead of helping me charge my insurance. I would not use this service again and encourage others to look for something more reliable.

## App Name: nurx-birth-control-delivered

2022-07-18 01:33:33

PissedOffandStolenFrom

NURX STEALS YOUR MONEY.

It was good for the first few months but now it’s absolutely horrible. First off, I’ve just been charged a $55 fee for no reason. Secondly, they saying that I have no more refills left even though my prescription doesn’t end for another two months. I’ve messaged them about this multiple times. One person told me to renew my prescription now but then it was cancelled for being too early. Yet they still charged me a fee for it. I’ve also tried calling multiple times and can never get through. I’ve left my number so they can call me back and have never received a call. They have the worst customer service and steal your money from you.

## App Name: nurx-birth-control-delivered

2021-08-29 12:37:22

Hfjdjcjjwhfhh

Taking too long

I got a message from nurx saying that my prescription was being filled and I’ll get my shipping info in 2-3 days. IT HAS BEEN 10 DAYS, and I have heard nothing and it still says my prescription is under review. At this point, I’m about to cancel my entire subscription and go to another site where it’ll be faster. Last year I’ve used Nurx and it never has taken this long. I might as well just go to the doctor and get a prescription rather than have to wait this long. Super frustrating and annoyed. If they can’t fill it in the time they said they are, at least notify their customers because most of us need it as soon as possible.

## App Name: nurx-birth-control-delivered

2021-03-13 21:32:42

Twiggy bob

Waste of time and money... and insulting.

I have chronic headaches. I’ve had chronic headaches, debilitating ones, on and off for 20 years. I’ve been to a variety of healthcare providers, including doctors, chiropractors, and tried various massage, workout and stretching techniques.  
  
I saw this app and decided to try it, as we are in the middle of this pandemic and it felt like a good, safe, short term solution... better than a trip to urgent care for a migraine and potentially cheaper.  
  
I was wrong. In essence, I was treated like a drug addict trying to score. After a lengthy and somewhat pointless screening process involving shooting videos of myself trying to hold my arms out while shooting a video, I was challenged by the “doctor” and told to try otc meds, or go visit a doc in person.  
  
Thanks for absolutely nothing.   
  
People, given the personal information required to use this app, I would proceed with extreme caution. I disclosed more than I was comfortable with and got nothing but some quack offering a solution that amounted to “go to CVS and buy some aspirin.”

## App Name: nurx-birth-control-delivered

2023-12-11 17:39:37

Hazel.J.H

Horrible Customer Service

All my requests were dismissed, it took forever to get any responses back. I even called and they said “Someone will get back with you soon.” It’s been 3 days and I’ve gotten 2 messages about it that were not helpful at all. It was my first time on birth control so I started lower as recommended. I was denied a prescription change because there were no negative side effects. Yeah… that’s why I want it upped. My body didn’t react badly. I also asked for my deliveries to be changed from 7 packets to 3 packets and that was not done either. All around just a horrible experience. I am taking my service elsewhere. Jenny Torres was my provider.

## App Name: nurx-birth-control-delivered

2022-08-03 21:26:04

llcyrrnn

Slow service

I heard about this app on instagram and both in their ads and on their website it states that service takes 3-5 days, but I ordered a week in advance to be safe. After one week of no update, I called and they said they would not likely be seeing the request until the next week, which would be up to two weeks after the order was placed. I understand that volume is high but a more realistic number should be given up front so customers can plan accordingly. +1 because the lady on the phone made it very easy to cancel and get a refund

## App Name: nurx-birth-control-delivered

2022-02-17 18:53:09

Raf111111111111111111111

Do not use!!

I had signed up for acne/anti-aging consultation last week. The PA recommended 2 topical agents but they were rejected by my insurance. Now the PA wants me to contact my insurance company to figure out coverage. They also want to transfer the prescriptions to another pharmacy for me to go and pick them up. This completely defeats the purpose of this company’s advertising.. they praise themselves on the ease and convenience of having everything done and taken care and the meds delivered. This is really unacceptable and I had requested a refund and they have kept denying it. The person did not even call me for the consultation. So I don’t understand what they did to charge me the $35.

## App Name: nurx-birth-control-delivered

2023-07-27 17:31:55

FinchyFinchyFinch

SCAM. Do not use this app!!

Nurx is the most illegitimate app I have ever downloaded. Once they get your card information, they charge you any chance they get, and ignore your cancellation requests. Yes, they will send you birth control- but once you try to cancel your account, you cannot reach anyone via phone or chat for weeks at a time, which is insane for a company that provides medical services. The billing continues to the point that I’ve had to contact my bank to report all of the charges from Nurx as unauthorized transactions. There are plenty of other, better birth control apps if you need one. Just save yourself the frustration and do not use Nurx.

## App Name: nurx-birth-control-delivered

2023-06-26 21:12:24

bustedtrianglebabe

DO NOT USE NURX!

When it comes to managing medication a clear and consistent line of communication is important. NURX is the worst birth control service ever. They take forever to respond to messages, and the customer service number doesn’t work. Now I’m stuck without my birth control that I’ve been using to regulate my hormones and it’s been an absolute nightmare. DO NOT USE NURX and please don’t write off the other negative reviews they are RIGHT! Communication was fast, clear and consistent when signing up and paying but after NURX got all of my information communication plummeted!! It will be an amazing service with the first few replies but it will not last. Please, don’t use NURX.

## App Name: nurx-birth-control-delivered

2020-08-25 22:06:35

sebsang

Totally wasted my time and money

If you’re looking for someone to give you the prescription of PrEP. Definitely not here.  
I had to wait for a month then I can get to my new insurance network, which will be accepted by my family doctor. So I decided to try Nurx.  
But every times, it took 5-7 days to move a small step. And they charged me $35 for home testing kit. If I’ve known they will wasted my 22 days and still didn’t mail the PrEP out. I’m definitely gonna wait for seeing my family doctor to get all test for FREE.  
So on the day 23, I already met my family doctor and requested everything directly from him.   
For all those people who haven’t tried it yet, well, Nurx is definitely NOT WORTH you to try. AND IT IS TOTALLY TIME WASTING.

## App Name: nurx-birth-control-delivered

2022-03-28 15:52:04

JscaAn

Problems all over

Literally nothing but problems. Fulfilled 2 scripts and all the sudden they say my ins doesn’t cover the 3rd. My insurance had not changed. So then they had to check a diff pharmacy. Got that through then did the SAME THING the next month and had to switch again and this time the pharmacy never sent it. I have tracking that shows they never even tendered it to USPS (was “fulfilled on 3/7h but when I try to get help they just keep telling me it’s “too soon” to fill it again they can’t until 4/7 my insurance is denying. That’s bc THEY NEVER SENT THE 3/7 one they billed to my insurance. Much less trouble to go do a physical doctor and have it fulfilled.

## App Name: nurx-birth-control-delivered

2020-08-27 00:38:00

Chrisavalos

Just see a real doctor

I had a long review written up but let me cut to the chase: unless you have a good amount of disposable income to afford PrEP, or have amazing insurance with great coverage, just skip NURX.   
  
In short, it took more than a month to get tested and to actually get authorized for PrEP. But I never got PrEP because it ended up being too expensive.   
  
🌈My solution: see my own doctor and get it prescribed in less than a day.   
  
NURX seems cool in theory, but is honestly just grist for the Silicon Valley/telehealth mill. They’re not a replacement for healthcare, they’re just a pretty app. That’s it. Customer service reps are usually pretty nice, and the app is cute, but the service is junk. Sorry, it’s just the honest truth. The app does more of a disservice to its clients because it makes everything unnecessarily complicated.   
  
In conclusion: see a real doctor, get tested in person, get the Gilead coupon card to lower the price, and check GoodRx for further coupons. I got PrEP for $0.00 instead of $90 from NURX. Woo-hoo!

## App Name: nurx-birth-control-delivered

2023-06-30 11:20:47

rosacalaveras

Letting TPC customers down👎

I used to be with the pill club. Never had any issues. They just recently sold and Nurx is supposed to be helping TPC customers continue to get their birth control on a timely manner, so we don’t miss our dosage.  
  
WELL, Nurx has started processing my order and cancelled it 4 times with no notice/explanation. I have messaged them on their app, no response. I called and waited on hold for 30 minutes just to speak with a live agent on 6/29 (after the first 3 cancellations with no reply back from their team). The guy said there was no issues and I should be getting my package this time. Said he will escalate it to the pharmacy so I can get my refill. Woke up today 6/30 6:00am to find they cancelled AGAIN. No explanation. AGAIN  
  
Crazy that they charge their customers a $3 service fee and they state its to “cover your unlimited, on-demand access to customer service team”. MEANWHILE I HAVE BEEN COMPLETELY IGNORED THIS LAST WEEK.  
  
Would not recommend this company to a flea at this point.

## App Name: nurx-birth-control-delivered

2022-09-29 20:54:26

zkh2

unresponsive

After I submitted a request the home screen changed to say that requests are taking longer to fulfill. Since the initial request it has been seven days, no birth control. The fee without insurance basically the same as going to a doctor without insurance and getting birth control. Even the price I could match it with good rx if I didn’t have insurance. With insurance it’s very inexpensive ($15 total) but I can’t even get it so I didn’t get to see if the price was worth it. It would’ve been nice not to go in person but I don’t want to wait another week. (Ordering plan b from them was easy though, maybe if you just want that)

## App Name: nurx-birth-control-delivered

2020-06-11 17:42:41

nataliemrg

Horrible

I used this for an STI test because it seemed more convenient then going to my doctors. I have never been more wrong. Online it says 7 days max to get your results. It has been over 3 weeks. I try to contact them and no matter how hard I try I am unable to speak to a healthcare representative. I’m told my complaint has been noted but that’s it. PLEASE avoid this company. They don’t care about their patients and rob you of your time and money.   
TIP: if you have any issues I would call molecular testing labs. That’s the lab they use for testing. They are super helpful and nice there. Whenever I’ve had an issue with nurx I’ve called them and figured it out in literally less then 10 minutes.

## App Name: nurx-birth-control-delivered

2023-03-16 19:46:16

KristinaRose96

Worst Company EVER.

At first I had no issues with this company to receive my birth control. A year into using this company, I’ve experienced so many bad encounters with my prescriptions. Be prepared to constantly remind them to send out your prescription while waiting 5 business days to get a response (if you’re lucky). Then they’ll claim that your insurance is out of network even though your insurance has paid for your prescriptions here before.  
THEN they’ll send you two separate bills to pay out of pocket for your birth control. One was $285 and the other was $75.  
Now I’m stuck waiting another month for a response.   
  
Good luck.

## App Name: nurx-birth-control-delivered

2023-02-17 13:20:18

Ladisputits

HORRIBLE!

I ordered birth control over a month ago. About two weeks ago a nurse wrote to me to go over certain things I filled out on my form and to answer questions about my birth control. She said that it would be approved and sent soon. Fast forward two weeks, I’ve received nothing. I wrote to them asking when I would get my birth control, no response. I wrote again a few days later asking to cancel my order and they did so with no mention of “Hey your order has been cancelled sorry for your dissatisfaction!” They just cancelled it without saying anything. They’re a joke. I paid my copay and got nothing for it.

## App Name: nurx-birth-control-delivered

2023-08-10 20:58:45

Wkdbebbehxidb

Long waits and unhelpful representatives

I transferred from the Pill Club recently and have been out of birth control for over two months now. I have messaged several times with no response. If you’re calling, you can expect wait times of over 30 minutes most of the time. I finally got ahold of a representative and asked when my birth control would be refilled. All she told me “I don’t know”. Wow, super helpful. Thanks. I asked for an estimated time and still, “idk.” At this point I’ve cancelled my membership. I guess the only money they get to keep from me is the $25 for the “doctor fee.” 😂 don’t waste your time or money here.

## App Name: nurx-birth-control-delivered

2023-04-02 16:36:56

gdscx458755

Non responsive

Nurx was great for two years but the past year has been awful trying to get any reply from them. When I signed up they said messages are responded to in 24-48 hrs. Now it takes 5+ days and multiple messages to get a response. I need more communication in my healthcare. It also frustrates me that questions about billing take so long to respond to that I am charged before getting a response. It’s especially frustrating because they are acknowledging they are overrun with messages but still expanding their services offered when they can’t even sustain the services they already provided.

## App Name: nurx-birth-control-delivered

2023-07-27 20:51:32

Taylormia6441

I would leave 0 stars if I could

first of all I miss the pill club they had the best customer service, ever since the pc switched to Nurx it’s been an absolute nightmare. They are late on my prescription. It takes at least 15 minutes to get someone on the phone and it’s the same person. They don’t respond in the app on messages until days later. Customer service is just whack and for a prescription company that is so wrong. I am out of pills and pill club would've made my order a priority meanwhile nurx could care less. I will be canceling with nurx go to any other company to save yourself time and hassle!

## App Name: nurx-birth-control-delivered

2022-09-19 14:06:24

savfu

Wouldn’t recommend

I’ve only had issues since the second time I had to refill my birth control. Extended wait times for responses, taking too long to fill my script and not notifying me when it needed to be filled so I was without birth control for like 2 months at one point, suddenly not taking my insurance and telling me it’s “medicaid”, suddenly not being able to fill my scripts with their pharmacy so I had to have it filled at mine instead of them sending it to me in the mail. I’m done using their service when it was supposed to be convenient.

## App Name: nurx-birth-control-delivered

2021-07-03 14:54:55

Fatsy85

Ridiculous

Nurx was fine at first. I’ve had no issues for over a year. When I asked to switch my medication, it was not an issue. Getting a refill of that medication has been a nightmare. I spent over a week telling their customer service team to please just early refill my prescription. They said my rx that had been prescribed a month before was expired. No, it isn’t, I can look at the written rx in the app. They said to request a new rx, but their system told me I already had an open order for that prescription. I got really bad unrelated scripted answers,  
and all I wanted was a refill. It shouldn’t have been difficult.

## App Name: nurx-birth-control-delivered

2021-03-31 14:40:17

Courtney.Marie83

No response

I was referred by a friend to try NuRx. I decided to give it a shot. I submitted my order and I received a message some days later stating they will fill my order and I should receive a shipping notification within 2-3 days. It has now been over a week and I have yet to hear anything. My status still shows as under review by a care team even after receiving the message that my order will be filled by the pharmacy. I have sent several messages with no response. I’m trying to figure out the time frame so I can find out if it would be better suited for me to go to the OB. I was hoping this app could accommodate me but all I’ve gotten is empty service.

## App Name: nurx-birth-control-delivered

2020-07-22 18:56:12

Pweston93

Would be great if the site/app ever actually worked

I love the convenience of this. They take insurance and have a thorough enough quiz to find what BC is right for you if you don’t know. However, I go through the same headaches every 3 friggin months. I \*ALWAYS\* have problems with the renewal process and it’s always with their tech. This time, the buttons on the app AND website simply don’t work. Last time, they were unable to process any of my payments (there were no problems on my bank or card end). Honestly, it’s about as much of a hassle as going to a doctor for your renewal so it defeats the process.

## App Name: nurx-birth-control-delivered

2023-07-04 15:56:43

Kristimcne

Just don’t.

Ever since I was transferred to Nurx from the Pill Club, it’s been a nightmare. Trying to set up my insurance information took forever only to get denied. I tried messaging the chat on the app, takes DAYS for someone to reply. So I call, no response and with no call back. Not to mention, the pill club was so easy to set up and my insurance covered my birth control for free. Nurx doesn’t take my insurance and costs $15 a month, when I have great insurance. I ended up getting my birth control from my PCP instead. Now I’m still waiting for Nurx to answer so that I can cancel. I would not recommend this to anyone. It’s such a hassle.

## App Name: nurx-birth-control-delivered

2024-01-25 11:03:12

FrenchFryKingOfRio

Will take 1-2 MONTHS delivery

Has been over a month and I have still not received my medication. At this point it appears the prescription has been fulfilled by the ship date keeps getting extended. I would not use this service if you rely on your medicine regularly since they seem incapable of doing anything quickly except charging my account. They did make sure to charge me right away so billing seems to be on top of things.   
  
If this is just how long it takes so be it, but they should advertise this fact so people can ensure they have the medication needed on hand in the meantime.

## App Name: nurx-birth-control-delivered

2022-11-27 02:29:09

634094

Zero stars

If your looking for something easy and that will save you time going to the doctor this is not the company for you. It took the doctor days/weeks to get back in between messages, when they finally did my order was processing for a month… for acne cream… I reached out after 2 weeks and they apologized and said they would “expedite” my prescription and it should be there within 2-5 business days. 2 weeks later and my order is still processing. Honestly, it has been the biggest waste of time. I really wish I would have just made an appointment with my primary care.

## App Name: nurx-birth-control-delivered

2022-09-22 03:26:08

AshBack1480

Slowest service

I started using them 3+ years ago and they were phenomenal up until 6 months ago. They tried to triple the charge of my prescription so I had it locked and then randomly they would try to put it through again when they would finally respond to messages that were days old. I locked card to know what I was being charged first but rather than tell you first they try to charge and then take extensive amounts of time to respond. They started off as the best I could find and went down hill over the past year. Don’t waste your time on them now.

## App Name: nurx-birth-control-delivered

2024-04-07 17:55:24

3theway

Horrible communication

They charge $40 for a “consultation.” This consultation consists of answering about 28 questions. You don’t speak to a single person. When you have completed the consultation, they do no respond to you in a timely manner. It’s also impossible to delete your account. I didn’t want my card to be charged anymore, but I can’t remove my payment method without adding another. You can’t delete your account unless you call or message support, but support doesn’t respond and when you try to call, it immediately hangs up. Please do not get scammed like I did.

## App Name: nurx-birth-control-delivered

2023-08-01 03:07:47

mhat1988

Worst ever

The worst service we ever had. My wife ordered a set of birth control bills. They charged $25 for what they call online consultation, which is nothing other than you answering a set of questions. Then they launched the process of the order. After a week without a response or any hearing from them. They apologized and re-initiated they process. The story got repeated three time over three weeks and at the end nothing is delivered. I wouldn’t recommend it to anyone even if you desperate for help. Because you wont get anything other than accumulating charges on your credit card.

## App Name: nurx-birth-control-delivered

2020-10-08 21:51:26

Sadaluc

Keeps signing me out

This app would be great... if it worked. It constantly signs me out. I NEVER get notifications because the app can’t remember my account. So I never see messages and notifications until I sign in. It’s infuriating. How hard is it for an app to remember your account? I just went to update after months and months and theres no update! Disappointing that they’re not making efforts to make the app better. I gave a star because when I AM signed in, it works great and it’s a really accessible way to get birth control. But the app needs to be updated to fix this issue ASAP

## App Name: nurx-birth-control-delivered

2020-05-25 13:23:24

SamSaysDontUseThisApp

Disappointed

I have been using Nurx and I have found that they will miscommunicate with you, which leaves you without your birth control, and they take multiple days to reply to messages. I was told I had one prescription refill left, and had an issue getting it at the pharmacy due to restrictions on my account, I tried asking them for help in the matter so I would not go without my birth control, and they misinformed me and have left me without my birth control for a week, just for them to tell me I have to renew my prescription, but that’s not what I was told at the beginning of the conversations (which went on for days because I got no responses)

## App Name: nurx-birth-control-delivered

2020-05-17 17:23:42

Sghs she bags

Too much of a hassle

I created an account and then it kept telling me I didn’t have the sufficient permission to access my own account. So I created another account, and then The NURX team deleted the second one I created and now I don’t have access to either accounts. I haven’t even ordered anything on my first account, and so now I don’t have access to see my ordered. They also charged the wrong debit card. They kept sending me the same link over and over, and I couldn’t even reset my password because their web sight only allows me to enter my email but it’s just a cycle of entering in an email. This has created so much stress, and is NOT WORTH IT.

## App Name: nurx-birth-control-delivered

2023-01-24 00:09:23

Zaprobot

Slow to respond, wasting a week of my time

I’m sure it works for some people, but I received a message AFTER I had filled out all of the medical forms and paid letting me know that there was a slow response time. In fact it took four days before I got any response, which was a question. Although I answered it immediately, it took 24 hours for the follow up question, and then another 24 hours before being told that they would not prescribe me anything. I wrote to customer service and haven’t hear back at all.

## App Name: nurx-birth-control-delivered

2023-01-20 13:04:00

Ballergirl816

DO NOT GET THIS APP

I ordered my birth control over a month ago, and my order has been cancelled 3 times with zero explanation. I have messaged their messaging service, and they get back to me every 3 days saying they’re receiving an overload of messages. I definitely would not depend on this app. Please just go see a doctor, and don’t risk playing these games.   
  
I have been using this app for about 3 years now and keep having hope it will get better. It will not. I really gave it a shot. I gave it multiple second chances, and continued to receive the worst service experience. I’d get better service at McDonalds.

## App Name: nurx-birth-control-delivered

2022-08-12 13:55:17

Beinvegan

Never heard from them

I signed up for the app on a Monday morning (for acne treatment) and by Friday still have not heard from anyone. They charged me $40 for a consultation that they never even completed. I ended up canceling because they couldn’t tell me when they were going to reach out to me or get me any prescriptions. They said they would refund my $40 and they deleted my credit card, but I’m still really uncomfortable that they kept all my information. they should really give you a heads up before you put all your information in that they’re not gonna get back to you for so long.

## App Name: nurx-birth-control-delivered

2023-03-04 16:54:36

heatherbaragar

More fees

This use to be a convenient way to get my birth control medication. However customer service continues to be terrible to deal with as it takes days to answer immediate questions. At worst points it was weeks with me following up with no response. Now they are starting to charge a monthly $3 support fee that they did not communicate to make up for their poor service.   
The $3 fee was the last mishap for me. You will have to pay that monthly fee on top of the yearly. I’d recommend not using this service anymore as I can see them continuing to charge you more in years to come.

## App Name: nurx-birth-control-delivered

2020-08-14 17:22:45

Lucid Li

Run away like your tampon is on fire

Seriously tho, don’t waist time or effort with these morons. I had to twist their arm to get my prescription. Told them numerous times I’m allergic to specific things in the generic versions. They want to send my script to a pharmacy because they “don’t have it in stock” where I’ll pay $620 for it... while they say all meds are under 20$ only if it ships from their pharmacy and only if they stock it... Dill holes pretend to try to help, getting “preapprovals” 2 days after my insurance expires when I tried to get them to do it 2 weeks earlier. Horrible experience, horrible customer service, horrible quality of care, horrible all around.

## App Name: nurx-birth-control-delivered

2020-07-18 12:10:37

tooglegx

Unhelpful nurses.

I paid the $65 for a specific birth control that’s been working for me for years, they prescribed the generic version. I’ve tried this already but wanted to give it another shot. It gave me suicidal thoughts and horrible cramps. I told them I really would like my original request to be prescribed, they said they would dispense as written over a week ago.   
  
My prescription has not been updated and no one will answer my questions. I now have 2 months of birth control that will cause me a lot of physical and mental damage and I can’t get through to the team I paid for. Don’t waste your time or money. I’ll update this if they ever get back to me.

## App Name: nurx-birth-control-delivered

2020-05-16 22:02:28

klb753

Their website is a lie

The app claims to have cheap birth control options. But the only cheap birth control is the pill. The other options are not cheaper that going somewhere else they are more expensive. I wanted to get the shot when I tried signing up it didn’t even give the option for the shot and then the only thing the recommended was pills. Since I didn’t want the pill and they don’t recommend anything else i still was charged $15 even though their website showed they had multiple kinds of birth control other than pills. I don’t suggest this company at all they did absolutely nothing to help and then charged me $15.

## App Name: nurx-birth-control-delivered

2024-02-03 20:23:28

@vtyson64

I will never use this company again

I tried this company and liked it to start. I then was continuously asked to pay the consult fee. Even after I had paid it atleast twice. I then got tired of it and switched to pill club which I had no issues with. I was very disappointed to hear Nurx was taking over. I told myself I will give it a try and I did. SAME ISSUES HAD KEPT HAPPENING. the second I paid for the service I was told I needed to submit an assessment that I had JUST COMPLETED. That was my final straw. I asked for a refund due to the horrid service which they said I would get and never did

## App Name: nurx-birth-control-delivered

2023-09-04 13:32:58

JessLynnD

Terrible experience.

Nurx took over The Pill Club, which I’ve been with for 5 years, consistently getting bc pills. I just canceled my account because my refill had been processing for over a month, while I was on my last pack!! Even after I contacted someone about it during that time, they just said it’s “still processing.”   
Thankfully I was able to go to another company to immediately get new birth control pills so that my body is not disrupted by the abrupt stop in medication.  
This was a scary experience, especially because of the new laws in some of the states. Will not use Nurx again.

## App Name: nurx-birth-control-delivered

2023-07-28 21:03:47

reviewgiver66

Don’t recommend

Was a Pill Club user for several years and my account was transferred to NURX. they never respond to your messages in the message center and have long hold times when you call. I’ve now ran out of birth control because they canceled my birth control order. I got ahold of them to let them know I was almost out of my prescription and my order still hadn’t even shipped and they said they would expedite my order and still no change. This is just irresponsible and honestly dangerous for some of their patients. Wish I could return to Pill Club.

## App Name: nurx-birth-control-delivered

2020-08-20 19:51:36

Jokerxx68

Do not use if you have Ehlers Danlos

Will exclude you based off basic medical condition that is given in your history without a conversation—but only after taking your money! I have a very mild medical diagnoses, very well treated, actually better with birth control. When I moved and my new doctor’s office kept writing one month of my contraceptive at a time, I wanted to switch to Nurx for convenience. Even if they had just asked a few simple questions before denying me, I would have felt like I was evaluated. Instead, they saw the name and said no. Now I’m out fifteen dollars and still have to deal with my local doctors office for a med I’ve been on for ten years.

## App Name: nurx-birth-control-delivered

2024-04-13 18:48:01

elizabethian404

Keep deactivating my accounts

So Nurx says they deactivate your account after inactivity, but their threshold is BONKERS. I like to order my birth control for 6 months at a time so I don’t have to worry about it. I did that with my first account, came back after 6 months to confirm my refill was on its way, and my account was deactivated😅. After less than 6 months!! I created a new account and had to pay for a whole new consultation to get my refill. And guess what? It happened again. And I’m not about to create a third email address just to have a Nurx account so it’s time to say goodbye.

## App Name: nurx-birth-control-delivered

2023-02-04 01:23:27

mh1988082110

Changed for the worst!

I loved this app and ease of use at first, but warning it has changed. Now, don’t expect a response to any requests for at least 4-5 or more business days. They sent one of my prescriptions to the wrong address (the old address that was no longer in my account!) and now I can’t get that prescription filled again because my insurance already filled it once. The only option they gave me was to pay FULL PRICE out of pocket to fix their mistake and actually get the DAILY medication prescribed to me. I’m so frustrated that I trusted this service with my meds!

## App Name: nurx-birth-control-delivered

2023-02-02 03:50:21

Average Honest Reviewer

Terrible customer service, look elsewhere (alts provided below)

I wish I would have done more research when choosing where to order my birth control online. Nurx customer service takes so long to respond, I was often stressed about running out of birth control, and this month, I did run out. Due to running out , my body’s hormones will be out of whack so I figured I’d at least take advantage of this misfortune and switch birth control providers.   
It goes without saying that I would highly recommend looking elsewhere. Other better rated birth control providers are: The Pill Club and Hers.

## App Name: nurx-birth-control-delivered

2022-01-30 15:18:39

jojo-3850

Took my money just to let me know my insurance wont work lol

So i submitted a request for acne treatment then about $35-$40 was taken out of my bank account and the app said that would happen so i wasn't worried about it. But when the app said “resolved” all it did was send me an email saying my health insurance info wasn't working but still charged my card without actually solving anything. I have severe acne but cant afford the proper prescriptions for it but nurx seemed like an option i could take. I would like to try this business again but I'm too afraid of my money being taken for nothing.

## App Name: nurx-birth-control-delivered

2020-11-16 14:44:48

Jay4546

Absolutely garbage, DO NOT use this service

If I could give negative stars, I would. This service is set up to screw you over and has scammy undertones. Do not use it. I have tried to get ahold of them to not send my prescription, as I cannot afford to pay for it during the pandemic. I was told it was processing yesterday and tried to message them through the app and got no response. It shipped today. As a company that is prescribing real medication, they have a responsibility to be there for their clients and they do not fulfill that. Also practically impossible to cancel as it is practically impossible to contact anyone. EXTREMELY disappointed. Absolute waste.

## App Name: nurx-birth-control-delivered

2023-06-29 13:05:25

shoujowhore

terrible customer service

I’m still going to \*try\* and use Nurx but holy crap it’s taken me a week to ask two things; where should I tell my OB/gyn to send my prescription so I can start using Nurx (when I used The Pill Club / Favor I did this as well), and how much I should expect to pay out-of-pocket (they have my insurance on file). And I still haven’t gotten an answer!  
  
I’m giving them until Saturday, and if I still don’t have an answer I’ll use another delivery service. I just wanted to use something familiar to me (since The Pill Club is moving to Nurx) but it’s not worth all of this.

## App Name: nurx-birth-control-delivered

2022-11-22 15:43:32

Esther Friedrich

They Don’t Care About Your Health—See a Real Doctor

They randomly switched me from my medication that gave me no side effects to one that caused constant mood swings, endless bleeding for weeks, and muscle pain all over. When I complained their customer service people just pretended to listen to what I had to say and closed my case after telling me the new medication was the same and wouldn’t give me side effects. Imagine a CUSTOMER SERVICE person telling you they know what’s going on with your body and refusing to pass your case to a medical professional who will get you on the right medication.

## App Name: nurx-birth-control-delivered

2023-12-07 19:31:14

-------:;;;

WARNING: They store your data

I removed my credit card information from my account yet they still store and use it even after months of not using their service. Do not use this service. They try to get away with it by having a $3 monthly fee so that you’ll let it go. Also their respond time is horrible. It’s not prompt at all. You have to wait days to get a response and they will not acknowledge storing your credit card information without your consent. I’ve brought it up multiple times and it gets brushed aside each time.

## App Name: nurx-birth-control-delivered

2023-03-27 18:53:45

am6543210

Charged for meds I didn’t order, terrible customer service

My order was to be canceled, and my preferences were set to never be sent medication without being consulted if my health insurance refused to pay. Instead, I was charged $65 and sent medication I didn’t order. I have been reaching out to customer service for over a month. It takes them approximately a week to respond, and they never address my actual problem. I am now having to request a chargeback from my bank. I used Nurx many years ago without issue, so I thought I could trust them.

## App Name: nurx-birth-control-delivered

2022-08-31 15:19:27

lthomps88

Terrible customer service

This app was a lifesaver during the early pandemic when I couldn’t leave the house and I thought it would be helpful as I haven’t had much time due to moving across the country this year. But the customer service and efficiency has dropped off so dramatically and the amount of time and work I’ve had to commit to fix their errors is unacceptable. The mistakes are egregious. And it’s frankly caused me much, much more stress than it would’ve to find a new doctor.   
  
Save your money and time and peace of mind, and look to anyone and anywhere else if possible.

## App Name: nurx-birth-control-delivered

2022-09-04 01:50:16

SDB423

Stressful waste of time.

I used Nurx years ago with no problem. I recently tried getting acne prescription from them and it has been nothing but stressful and a waste of time. Customer service is terrible. They take days to reply, if they even bother replying, and will give you the wrong information leading to endless back and forth. I’m now weeks into waiting for a prescription that would've taken 30 mins at a real doctor’s office. Not to mention they charged me for it already, even though they cancelled it twice! Save your time and headache and go elsewhere.

## App Name: nurx-birth-control-delivered

2021-05-27 08:01:07

Quila9977

Horrible

Do your research on your insurance before you try this company because they don’t refund the consultation fee. They also will not help you with anything, they will reply too alllll of your messages, until you have an issue then you’re ignored! Honestly my issue was not even that difficult. But i tried three times and never got any reply back. That’s my reasoning for a one star review, that and they should also do an insurance check BEFORE they take your money, I guess thats just one of the ways they steal your money!!!! Honestly just a horrible company all together

## App Name: nurx-birth-control-delivered

2021-01-08 02:19:14

In\_the\_Know

NOT RELIABLE - Coverage Lapses

While affordable and convenient for prescription needs, they have failed to deliver on time by weeks overdue TWICE. That means their entire mission of providing protection and time-dependent medication to women was completely not met, and a lapse in coverage is a dangerous game with someone’s life. Clean up your shipping issues Nurx, this should never happen - to be in the birth control and medicine business you need to be on top of your own supply chains - it’s what women are paying for.   
  
If the fulfillment and shipping is cleaned up, then every other aspect of the app and communication was easy and convenient. I’ve just lost trust on Nurx being reliable.

## App Name: nurx-birth-control-delivered

2024-01-30 13:59:48

Andrea4000

Everything is automated— no one helps

My insurance card is completely valid but the system won’t accept it. I’ve tried reaching out but everything is automated and it is impossible to speak to an actual person to get something fixed.  
  
Also, my package said it was delivered but I never received it. I tried reaching out again but the automated system just keeps telling me it has been delivered. So frustrating to deal with this over something as important as birth control. Did not have this issue when it was pill club.

## App Name: nurx-birth-control-delivered

2023-05-17 00:25:14

Jlyn6666666

Once great now the worst

Users beware!   
I used to speak highly of Nurx. Used them for 6ish years now. But my last two auto fills (3 month supply) didn’t auto fill and I had to pull teeth to get help each time. And now I went 11 days of trying to get help before getting my AUTO fill script filled… only because I reached out via app AND Facebook. And they’re charging me a “support fee”!!!?? I wouldn’t need support if they processed as they’re supposed to. Apparently someone bought em and have gotten worse and worse. Google reviews and you’ll read much of the same.

## App Name: nurx-birth-control-delivered

2023-01-25 16:27:42

maris037

Totally Unhelpful

I tried to use Nurx to get BC, the nurse who was helping me did not even read my medical history that I filled out. In it, I completely explained everything about my specific situation and why I need BC. She kept asking me questions even though the answers she was looking for were in my file, which would normally be fine except it took like a week for her to respond to me. I was getting nowhere with her for weeks so I had them cancel my request. I wanted to try getting BC online for convenience, but this was a huge inconvenience and waste of time for me.

## App Name: nurx-birth-control-delivered

2022-12-08 00:23:17

doitforlov3

Disappointing for mental health

I’ve used Nurx for a while for birth control and recently started using them for my anxiety medication which I’ve historically been on with another provider for over a year.   
  
After one month of filling my prescription they canceled my prescription with no reason and refuse to answer my messages on why after over 48 hours of messaging. I’ve been on hold for over 45 minutes trying to talk to a person.   
  
What a way to treat patients who deal with anxiety and panic disorder by contributing to it by withholding vital medicine. Disgusting excuse for a mental health provider.

## App Name: nurx-birth-control-delivered

2022-08-07 12:19:51

ctj2009

Terrible

I am new to online health care and this was not a good experience, Very very slow at getting things started. Was about 2 weeks into my request and no response. I requested them to cancel and de activate my account since I didn’t know the delay would take so long. Communication is awful, they did cancel my request for birth control but never responded back just cancelled it. I went with the company Favor and they responded immediately and within 24 hours my prescription was accepted and my birth control is on its way!! I would go with that company over this one.

## App Name: nurx-birth-control-delivered

2020-07-23 21:30:03

Arh07

Generic prescription

I have been using for Nurx for a little over two months now and was prescribed Errin. However, I keep getting generic brands even though I specifically requested not to. I don’t even get the same generic brand, it’s a different one every time. I now get periods TWICE a month, even though I take the pill the same exact hour everyday. I have used BC for two years and am very strict with the scheduling since I have to use progestin only pills. The convenience of receiving pills in the mail is not worth a period twice a month. I’d rather stick to picking it up at a pharmacy myself.

## App Name: nurx-birth-control-delivered

2023-02-03 12:53:56

maddyanalyst

AVOID NURX

Do not order your prescriptions through Nurx. They are CRIMINALLY understaffed and can not respond to questions or help you at all. It takes three plus days to get a response from customer service, and they usually don’t even answer your question. And I’m saying 3+ days between each message. My birth control is always late or there’s something complicating pick up, I have to stress about it every month. I’m supposed to take it continuously but I’ve had a problem getting my birth control the last four times I’ve picked it up. I HATE this app and I REGRET ever USING IT.

## App Name: nurx-birth-control-delivered

2022-08-20 01:21:42

lbrock21

Horrific customer response times. Stay away

I had a fine experience with using this app for birth control until my insurance decided they no longer wanted to cover my pill brand(not the fault of Nurx). I got a message that it would not be covered and asked what I wanted to do. I simply requested a different pill and my account was placed on “hold” for medical review. I have sent 4 separate messages and it’s been almost two weeks without a response. Good thing I’m not using it for contraception because their customer service and response time is completely unacceptable.

## App Name: nurx-birth-control-delivered

2024-03-09 05:20:24

dhdhsnsksidhdv

Same experience as everyone nowadays

Over a week of the runaround and “you have an incomplete survey” over and over again even after sending screenshots showing I already took it! I got someone on the phone and she confirmed she could see my survey and this issue was supposedly “fixed” and after following up I get the same canned response. I’ve emailed, I’ve sent screenshots and gotten nowhere. I’m going to dispute the consultation charge with my HSA first thing in the morning. They’re either incompetent or dragging it out 30 days so you can’t dispute the charge.

## App Name: nurx-birth-control-delivered

2024-02-22 15:18:18

Maddy's Games

Harvard has a higher acceptance rate

Wanted my birth control through the mail instead of fighting with Walgreens every month. Accidentally disclosed I was hypermobile and they denied me the birth control I already have a prescription for due to a worthless study. Then I got in a very depressed place due to a recent loss and I am too agoraphobic right now to get help in person. I thought Nurx might at least do me a solid with this one. But no, I am far too depressed and am considered beyond saving by them. And no, you don’t get a refund for the waste of time. Nurx will be my 13th reason.

## App Name: nurx-birth-control-delivered

2024-01-09 12:37:24

MBeam111

WARNING

Horrible- use HERS instead. I was immediately sent a prescription I cited in my intake form as dangerous. This ap fraudulently charged me 3 extra times, for a total of 138$ and has no receipts listed in my account for this. It is impossible to get in touch with anyone, and when you do, you are talking to a different person each time, even within a given hour, and have to repeat the issue at hand because providers are not careful enough to refer to previous messages or case notes. Dangerous, neglectful healthcare that truly needs to be investigated

## App Name: nurx-birth-control-delivered

2023-10-08 04:04:13

JCLAPA

Terrible Response Time

The service is good when you get a response. If you don’t get a response then the service is terrible. I’m currently on day 3 needing assistance and no one has responded. I do not recommend this app if you need to chat with someone or have issues. I currently need the Dr to call my insurance to get my prescription filled and it’s been 3 days since I messaged with no response. If we are counting back to when I asking what to do with the wrong prescription filled it’s been over 19 days since I’ve messaged someone with no response. 19 days and no response.

## App Name: nurx-birth-control-delivered

2022-01-12 21:42:36

Natalie282828

Don’t do it!!!!

I previously rated this app very high but sadly have to change my rating. DO NOT DO IT!   
It works week until they did not send me my  
Subscription one month and I have ZERO notification about this. That’s just wrong, especially since I had alerts set up for email and text. So I missed a pack and then all of a sudden they decide to send me a package and this time decide to charge me. I am furious. The customer support is horrible. The attention to messages is horrible. I have told Al my friends to stop this app immediately. I have never been more annoyed.

## App Name: nurx-birth-control-delivered

2020-08-18 19:27:54

시해동

Almost feel like a scam

I thought it was a good idea to get my BCP shipped to my home since the pandemic going out of control. I was glad that I could finally find the pills that I wanted/needed until they send me some generic brand that I don’t want. It was really hard to find the one that works for my body and when I finally found one and ordered one, Nurx decided to send some other sketchy pills that I will not take. Their customer service is super slow and they take out $15 to just ask them question. THEY CHARGE MONEY TO ANSWER YOUR QUESTION. This doesn’t sound right with me when they send the WRONG pills and CHARGE you for it.

## App Name: nurx-birth-control-delivered

2023-02-27 13:14:45

julia722\_

AVOID. It’s gone waaaay downhill.

I’ve used this app for years and recently when I went to get my prescription renewed it’s been absolutely horrible. They do not care about their customers and their medical needs at all.   
  
I submitted my request over a week ago for refill and not only did I get charged multiple times, I had to wait on the phone for almost an hour to get someone to look into it. Not to mention my prescription still hasn’t been reviewed by a doctor.   
  
When I’ve reached out to customer service, I get an unhelpful, canned response about how they’re experiencing a high volume of orders. They’ve gotten way greedy and have so many product offerings now-but are unable to keep pace with the demand.  
  
I found a different provider to work with and they were able to process my order almost immediately. Save yourself the frustration.

## App Name: nurx-birth-control-delivered

2023-01-17 18:20:31

PamyC\_

Awful customer service. Order cancelled 2 times

I will never use this company again. My order was cancelled 2 times over the course of a month. The first time was an issue with my insurance that I told them in the beginning I did not have. They tried to bill my non-existent insurance and when it didn’t go through, my order was cancelled the next day. After I told them I had no insurance, they proceeded with the order but then cancelled again for no reason this time! There is no urgency with this company and terrible communication.

## App Name: nurx-birth-control-delivered

2022-11-15 00:42:40

Ashley Harrington

Would NOT recommend!

I used to love Nurx but they have grown too big too fast and can not provide the customer service they used to. I have had multiple errors with my insurance, not finding out till the last minute. The responses are very slow. They try to make you pay for a renewal before they will fill your birth control even though you have refills left! Ridiculous! So frustrating! I don’t need Nurx and I’ve discontinued everything and will not recommend Nurx in the future. Bad App, bad business, and terrible customer service.

## App Name: nurx-birth-control-delivered

2022-03-14 23:45:42

O.G-rayson

Nightmare continuing to receive medicine

So I had been with Nurx for about 6 months taking prep which is a medication that must stay in the system. They then said they sent out my next prescription but cancelled it midway through to fill out this new documentation to continue my prep. Which has been a hassle to get completed with what they now want shown. For them to cancel a prescription they were sending specifically so I wouldn’t miss my continuation and be protected without warning was tasteless. And I now get prep elsewhere for free. Thanks for the horrible experience Nurx.

## App Name: nurx-birth-control-delivered

2022-02-26 05:01:00

emily-wallie

Scam-Just go to Urgent

I wish I had never downloaded this. It ended up causing me more headaches than anything else. They advertise quick, efficient, and discreet health care. What I received was:  
  
1. Delayed health care and charged before service was provided. I ended up going to urgent because it was a work around. They kept saying they’d respond on 48 hours but the response was just a “we will get to this”-not actually something helpful with regard’s to the services they provide.   
  
2. Not discrete at all. They will email and message you full details of everything. The link doesn’t ask you to login. So basically, they send you a text with details of your personal information and if you click it they bring you to an even more detailed link without requiring further privacy checks.   
  
Absolutely awful app and terrible customer service.

## App Name: nurx-birth-control-delivered

2024-01-03 23:47:49

Jonathan from Colorado

Has not been good lately

Nurx used to be amazing. They created an easy-to-use platform to order and manage prescriptions. It was so convenient. However, it’s gone really downhill lately. The customer service is horrible, and it seems like they have a fraction of the staff they once had. It can take days for them to reply to messages and resolve issues. It just seems like no one is available to help. Hopefully they can staff up and get back to what how great they used to be.

## App Name: nurx-birth-control-delivered

2022-12-22 12:33:34

sin pijamas

Worst company ever

I’ve tried well over a year to make this app my go-to but the company is terrible. They switched my birth control 4x in less than a year, without asking or any explanation. Then charged me for std meds and I don’t take them. Takes two weeks or more in between messages for them to respond. It’s poor customer service. You can’t just switch someone back and forth like that. My hormones are messed up now. And I’m out a lot of money for meds I wasn’t even ordered. Just go to your regular OB, don’t mess with this app, it’s terrible.

## App Name: nurx-birth-control-delivered

2023-06-30 13:26:58

mkgymnast123

Very frustrated - do not use !!

I am beyond frustrated with this new app. I have been a member of The Pill Club long before it became Nurx, and the new app is just horrible. My prescription for a birth control I have been on for months now got cancelled out of nowhere and without anyone bringing it to my attention. Now I'm left without any birth control at all and no indications about when it will be able to be refilled. I'm not sure if there are other apps to get birth control, but I would suggest using anything other than Nurx. Very disappointed and annoyed.

## App Name: nurx-birth-control-delivered

2022-02-24 05:46:38

\_\_\_\_briiii\_\_\_\_\_

Great until it’s not

I loved them while I was on the pill. However, once I canceled my prescription as I was trying to conceive and am now pregnant and I get multiple emails and texts a week about how there was a problem processing my refill. I have spoken to multiple people and they all say it’s canceled and I won’t get another contact until the next one comes. I had to block their text number and wish I knew how to block their email as well. Feels very spammy and even if I ever decide to get back on the pill I will NEVER use Nurx again

## App Name: nurx-birth-control-delivered

2020-08-07 13:23:22

carlyhm92

Unhappy

I have used Nurx for 2-3 years and my medication preferences have never changed. It’s almost as if they don’t even read the information you fill out. Every single time I refill, I get sent the generic version even though I indicate that generic substitutions are not okay. They always ship out the generic version, I remind them it’s not acceptable, and they apologize and say “next time we’ll get it right!” So I have to suffer through 3 months of spotting until my next refill arrives. There are enough people trying to mess with my birth control rights and reproductive health. Nurx, you’re supposed to be on MY side.

## App Name: nurx-birth-control-delivered

2023-09-07 15:56:21

Abbieleelee

0 customer service. Try a different birth control app

I’ve messaged them for 3 days now, during business days and hours but no response. They also don’t give you a billing date and just spring the charge on you. The also started processing my order late. So now I will have to go 2 weeks without my birth control. The switch over from The Pill Club was the worst move. I also had to pay for another consultation just bc they switched companies. I will be leaving this service, don’t sign up here for birth control

## App Name: nurx-birth-control-delivered

2022-10-19 20:07:05

notgreat767652728

Delays!

My experience so far hasn’t been great. I’ve requested a simple prescription for a birth control two weeks ago and I still haven’t received it. It’s the same brand/type I’ve been on for the past two years so I don’t understand why it’s taking so long to get it approved. Now I have run out of pills from my old prescription and still haven’t received a new one from Nurx. It would have been easier and quicker to just go to a doctor and get the prescription.

## App Name: nurx-birth-control-delivered

2020-07-09 21:49:23

mariagmariag

if you have lots of questions, don’t use this app

Nurx was great with giving me the birth control I wanted. They claim that you have access to your nurses 24 hours a day but that was the biggest lie. I had a few questions every so often and the EARLIEST they got to me was about 13 days! 13 days! I loved this app but just because of the long waiting times to answer my question I will not be using it anymore and cancel my subscription. I had to stop using it because they didn’t reply on time. The longest they got back to me was 16 days. Lol. Smh.

## App Name: nurx-birth-control-delivered

2024-02-13 00:15:48

🍃☀️🌸

Frustrating & Unresponsive

Their customer service takes forever to respond to you and doesn’t fully answer your questions. I have been having the same conversation with them for 5 days yet and cannot come to a solution as they reply to your question with an irrelevant answer hours/ days later. They also aren’t clear on their prices and don’t provide additional information on important matters. For someone who relies on their services, it is very frustrating to not receive any help.

## App Name: nurx-birth-control-delivered

2023-06-27 04:28:53

Murdered by your "app"

Poor communication & late on refills

As other poor reviews stated, their communication is below par. I switched to Amazon’s pharmacy & they will reply within 3 hours where you might be waiting 3 weeks with nurx. I understand they may have a large volume of messages to reply to but I imagine that their competitors do as well & they don’t seem to have the same communication issue. And twice now, they’ve failed to send me my prescription refill on time, putting me at risk of pregnancy & through interrupting my cycle, causing huge emotional/mental imbalances.

## App Name: nurx-birth-control-delivered

2023-01-25 17:47:28

rheaaaaaaaaa

Not what it used to be

I have been using Nurx for about 2 years now. I just went to renew a prescription and it has been such a pain. Every response I get is automated. I have been waiting 2 weeks on something that they said would take a couple days, with absolutely 0 update. It takes days to get any sort of message response. This company was not like this when I started. It has personable and quick. I went with them because their customer service was rated the highest and it used to be true.

## App Name: nurx-birth-control-delivered

2023-06-29 17:23:54

Jazzzz20202020

Customer service lacks

I was switched involuntarily from another birth control company. From the start Nurx gave me so much trouble for getting the same birth control I have been on for 5+ years. I asked to cancel my account and got no reply in the message center. I have now been on hold for 30 minutes to cancel my account. I like the app and message part but overall they don’t give you the prescription you are used to and want to put you on totally different things that are more expensive

## App Name: nurx-birth-control-delivered

2022-09-06 19:25:03

Lexivh

Takes weeks to hear from someone

I used to love this app and was disappointed when I moved back to Maine and it wasn't available. As soon as they were approved to ship medication here I signed up again and have been using it for the past 4 years. In the past few months I have reached out multiple times to change my medication with no response. I just keep getting charged and they keep sending it, even after I asked to cancel my prescription. Totally not worth it anymore.

## App Name: nurx-birth-control-delivered

2020-05-23 01:13:34

Riv1996

Absolutely horrible service

I’ve been a customer for 3 years and have never had an issue but this recent order somehow they’re allowing for pharmacy to substitute as necessary. This was never a thing. I’m terribly frustrated bc I’ve told them NUMEROUS times to change it. My history has always been this medication so it made absolutely no sense to change it. The nurse Jorge was trying to sway me for whatever reason honestly it’s probably bc they already made the mistake of sending the WRONG medication and just wanted me to take it. If I could honestly give them no stars I would.

## App Name: nurx-birth-control-delivered

2024-02-28 13:36:12

Char\_Heitger

So confusing

They dispensed it to me for 9 months and then made me fill out the survey all over again to continue getting my birth control pills. After I did all that they told me to update my insurance even though I was still using the same insurance. After that they told me that they don’t work with my insurance company even after they had been doing it for 9 months already. I quit getting my pill from them. They are so confusing.

## App Name: nurx-birth-control-delivered

2023-07-17 17:26:04

Thisismynickname007

Customer service is unresponsive

From my experience, as someone who’s insurance does not cover the mail order refills, Nurx is more of a hassle then just going to the doctor. I have had consistent issues with them not sending my prescription to my pharmacy and having to wait days to get in contact with them. Causing long lapses between taking my prescription. If you have insurance that covers birth control, just take the time to go to the doctor once a year and save yourself the headache of dealing with them.

## App Name: nurx-birth-control-delivered

2023-05-11 18:03:42

NateC\_ny

RED FLAG - sent me and charged me for a prescription I didn’t want!

Would not recommend. They sent me a different prescription than requested, without my confirm. When I reached out, they just provided a comment along the lines of sorry, no refund, but we’ll tell you how to properly throw it in the trash (I’m serious, just worded differently). I’ve tried other providers and they have been good when suggesting a different prescription and confirming with me first if I were okay with it, before sending them out. These people don’t - BIG RED FLAG.

## App Name: nurx-birth-control-delivered

2023-02-28 16:41:06

ur mom12558

Horrible

Stop promoting mental health help if you indeed do not help at all. Stop trying to take advantage of people who are mentally ill and struggle everyday. They will let you completely finish the quiz for it and then tell you they can’t help you. I can’t be severely depressed but I also can’t be just a little depressed to get help. It’s honestly so invalidating, and you should not promote it if you do not do anything to help but just deny help completely. Also customer service is literally the worst. Don’t use this app it’s just a waste of time.

## App Name: nurx-birth-control-delivered

2022-05-03 09:49:33

Iloveola@1

Terrible customer service

It says they take FSA/HSA payment, but they DO NOT.   
It took over 48 hours for each reply in the message system to get someone to return a reply, not sure why using an app or service is even something they offer if they cannot support customers.   
  
After saying their FSA/HSA payment feature was down they finally sent my prescription to a pharmacy for me to pickup. The pharmacy said they couldn’t fill the prescription because they needed more information from the nurse, it’s been a week and I’m still waiting from a nurse to call the pharmacy, leading me to believe this site is a scam.   
  
I would in benefits for my company, there is no way I would adapt this program company-wide, nor suggest it to anyone moving forward. Terrible customer service and honestly not even sure anyone is actually a doctor.

## App Name: nurx-birth-control-delivered

2023-05-09 00:45:42

MyRomaRosa

don’t bother for mental health

My insurance stopped covering my GP, so I turned to Nurx for my mental health med, figuring I could use them until I had time to get a new main dr. Big mistake. Wasted $65 to get told I should stop taking a medicine my GP specifically prescribed for me, that I didn’t even request from Nurx, just because I disclosed that I took it. Took ages to respond to every message and interrogated me on unrelated issues (do i use self care??? really? as a treatment for GAD and depression??) Would not recommend to anyone as a way to avoid wasted time and effort.

## App Name: nurx-birth-control-delivered

2021-02-27 02:34:20

KatieWarnes

Horrible app and service, do not use.

I tried Nurx because I wanted to get a prescription fast. I was recommended birth control, and filled out a questionnaire that included my credit card info for my “copay”. I was charged for the copay even though they could not figure out how to input my insurance correctly, and was told my prescription was not on the way. I never got my money back after asking multiple times, and am now going to have to call their customer service line to get my money back because they will not respond to me on the app. DO NOT RECOMMEND

## App Name: nurx-birth-control-delivered

2020-09-16 15:43:27

SaTay95

DON’T USE IF YOU HVE MEDICAID

If you have Medicaid do not use this company! You’ll have to pay out of pocket for literally everything and they won’t refund you for they money they charge you. I was trying use this app to make my life easier. I’ve literally never had to pay a dime in order to get a birth control prescription nor for the actual pills in my life until now. If you wanna pay out of pocket for everything by all means but if you’re like me who can’t pay for it then just stick to PP or a normal doctor.

## App Name: nurx-birth-control-delivered

2022-09-24 21:05:58

Michelleeeeeewee

Not what it used to be

Customer service is terrible now… not blaming the representatives, they’re very nice and helpful… that is when they actually get back to you. Takes up to a week to get a response. I was trying to change something about my birth control but once they got back to me 6 days later it was already sent out so that was frustrating. Like how convenient it is, good to use but if you run into any problems or have any questions… good luck. Will be trying favor now

## App Name: nurx-birth-control-delivered

2021-03-24 15:18:20

Directioner✌

Don’t even bother.

Don’t bother even using this app. It costs $15 for a “consultation” which is the same questions every other mailed birth control company asks for free. They immediately take it out of your bank account when it hasn’t even been reviewed by a doctor or not. If they deny you or they say you need to pay out of pocket which is NOT cheap, you don’t get a refund. They just seem money hungry. Their responding is awful as well so good luck trying to get a response when they tell you they will reply back.

## App Name: nurx-birth-control-delivered

2023-05-28 17:43:08

torisue0703

was good at first

i was using the nuvaring for 3 months and i was really satisfied and happy with everything. then recently, i ordered my refill to be delivered early at the beginning of the month as im leaving the countrh for the week, and was told two days later it would ship in 48 hours. then i didn't hear anything for 2.5 weeks, i was under the assumption it was all fine because it still said the estimated delivery date was when i wanted it. i then call 4 days before i leave only to be told "oh! by the way! we don't carry the nuvaring anymore! woops" like don't you think i should have been told that, i don't know, days/weeks ago? seriously could have caused problems. i now just get my birth control from my local pharmacy.

## App Name: nurx-birth-control-delivered

2022-07-22 19:46:11

Tortoize22

Drastic decrease in customer service

Nurx was wonderful. I got amazing care for birth control and migraine medication, and felt like I had a doctor who listed and adjusted accordingly. Now you literally have to beg to get someone to answer your messages, and I’m out of medication with pharmacy issues since they won’t respond. It’s been a week for me with no response and I can’t even get someone to answer me to cancel my account. No thanks…what am I even paying for?

## App Name: nurx-birth-control-delivered

2022-05-25 16:22:01

dee2055

Customers service/ poor service

Activated account everything took a week to ship I asked numerous times for my shipment to be sent to a pharmacy they skipped over my request and sent it via mail.   
  
Very annoying as there is no option to pick up at a local pharmacy. Closed account in the first week. Customers service closed my account within 5 mins of me asking but took days to respond to simple requests. lol run fast !

## App Name: nurx-birth-control-delivered

2021-03-12 02:14:13

KarKarLD

I really tried to like this app, I can’t do it

I’ve seen so many ads on Instagram about Nurx and think it’s a wonderful idea. So of course I gave it a try, not once but three times now. And it’s like I’m getting ghosted by a business.   
All three times I have tried this app I’ll send a request and a couple of times have sent messages and just never get responses. I’m typically not one to write a review but the fact this has happened three times now??  
Highly recommend planned parenthood though, they responded within an hour and helped me amazingly.

## App Name: nurx-birth-control-delivered

2020-07-23 21:46:53

Adrianna Mack

Fake

I don’t ever make reviews and this is just not a good app. I wanted to try it but I saw the reviews and decided against it but they pulled 15 from my card and are refusing to give me my money back on top of that they don’t respond. I text them at 8 in the morning and get a response the next day. They told me it’s 5 to 10 days for a refund and it’s been almost 11 days. It’s poor customer service with the other app I’m using I get quicker responses and they are reasonable plus they actually communicate with you to make sure that you’re good. Anyway worst app ever.

## App Name: nurx-birth-control-delivered

2022-03-12 13:33:13

Nikinick

Avoid using this service

The initial setup of this subscription was smooth, but beware if you have a issue that you need help with you will actually have to fight demons and slay dragons to get your issue resolved. Nurx’s customer service team will tell you they resolved your issue and then cancel everything they did to help 2 days later, and then it’ll take another 2 days to get in contact with anyone. The cycle is endless. Stick to your insurance company’s delivery service or use The Pill Club.

## App Name: nurx-birth-control-delivered

2024-03-07 19:06:13

Tasha✌️

Do not Download

They hide the fact that you’ll be charged a $60 fee monthly for receiving prescriptions until you’ve given them all your information. That’s more than it would cost me to see a real doctor.   
  
What’s more is you can’t delete you account and they retain all your information citing HIPPA. I have no interest in their service now that I know how much it will actually cost me but now they have all my information and are still sending me emails. Very irritated.

## App Name: nurx-birth-control-delivered

2023-04-15 03:12:46

Srahahaha

Extreme decline in service. If you are in a pinch, go elsewhere.

Sadly, then comments about the delays are true. I completely understand why the providers are overwhelmed. However, they give you absolutely no warning upfront about the timeline to get your birth control and then they charge your payment method anyway. You are better off going to urgent care or putting up with seeing your regular doctor in person. What a joke.   
  
Also vote vote vote the republicans out of office so we can get bc over the counter.

## App Name: nurx-birth-control-delivered

2023-07-08 23:24:54

Madderz;)

Terrible Service

TPC recently shut down and I opted to move over to this service. First I was made aware my insurance was out of network. So, I messaged back letting Nurx know I opted to pay out of pocket. I was told my BC would arrive about a week later. Then the day before it was suppose to arrive I received another message saying my Rx was canceled because my insurance was out of network and I needed to choose another option. Totally over the terrible service  
 and this is my first time using it

## App Name: nurx-birth-control-delivered

2022-02-03 15:51:46

kgn21

Customer Service Nonexistent After First Order

You will only hear from their doctors or customer service representatives right when you first place your order. After that, whenever I tried to reach them I would not get a reply. Tried to reach them again a fourth time and finally got a customer service rep who didn't even answer my question and skirted around the concern I had. This needs to change.

## App Name: nurx-birth-control-delivered

2021-11-01 17:51:37

ariel joaquin

Scam

I opted to do STD testing through this app to save myself a trip to the doctor. About 4 months after I payed the ~$90 fee and got results through the app, the lab they used sent me a bill for an additional $100. This was after my insurance was applied, and now is going to cost me more than the out of pocket price. This is not advertised ANYWHERE on the website prior to ordering the test. Customer service is not helpful, and I would not recommend using this service to anyone. Might as well be a scam.

## App Name: nurx-birth-control-delivered

2020-05-21 17:46:01

Thatgirlkelseyy

Ridiculous

I asked for my regular birth control and was sent something different that what I requested. I started having side effects, and they cancelled my script and told me to go get bloodwork done or they would not prescribe another medication. ALL I WANTED was the script I’ve gotten for a year now and had zero issues with and now they are trying to force me to get bloodwork. The whole point was to save on a doctors visit and get my regular medication but NO, These people do not work with you. If you have side effects - beware. They will force a doctors visit anyways.

## App Name: nurx-birth-control-delivered

2023-12-14 16:53:34

QuietFog

Poor Customer Service

My experience with NURX has been mediocre at best. Their response time is super slow, and their team never fully answers questions. It’s been 3 days and they haven’t been able to answer my question, instead they’ve just ignored it. I feel that they are not qualified to handle complex questions and medical information. They can barely handle working with insurance. I really do not recommend using them. Don’t waste your time with this company.

## App Name: nurx-birth-control-delivered

2022-03-10 08:44:25

beatchik72

Suspect App & Company

The way you can tell if an app is shady is if you can easily cancel a prescription subscription or take out your billing info or other info - and they make it very hard to do that (it’s impossible to do on your own). Also, their medical consultations aren’t a conversation. No questions are asked if you - they just prescribe & fill the prescription before you can even ask a question. And forget a refund or any changes. I don’t want to call it a scam, but it’s scammy. Beware.

## App Name: nurx-birth-control-delivered

2020-10-23 00:48:09

Rachel09337

Not reliable.

If you’re looking for a serious solution for birth control, look somewhere else. I’ve had my prescriptions canceled a few times by the company. Questions about orders not easily answered through the messaging app. As a single mom, working and home schooling my kids, who was very much hoping to have one less worry during a global pandemic, this has not been the convenient solution I was hoping for. I was very excited for this simple and easy answer for birth control and have been very disappointed.

## App Name: nurx-birth-control-delivered

2020-09-22 23:59:42

chloe6507

Horrible

The customer service made me want to pull my hair out. After they made a mistake, I fought tooth and nail to get them to fix it. They put a credit on my account so I could get birth control free despite my insurance not covering for their mistake. I had to explain to them 3 different times that I didn’t owe them anything because they put a credit on my account for it to come free. It never came and they kept trying to charge me. I’m giving up and trying a different online birth control service because this headache is not worth it.

## App Name: nurx-birth-control-delivered

2024-02-04 06:17:29

Dana xx

Not worth it.

Every single thing with this company is a days if not weeks long ordeal. Way easier & cheaper to just go to a doctor.  
  
Edit: response to developer. If I email you it will take 3-7 business months for you to respond. The stress this company has caused me trying to get a prescription filled in a reasonable amount of time is more uncomfortable than a Pap smear. But it is really incredible that you responded to my 1 star review within 4 days, on a Saturday nonetheless. I commend you for that.

## App Name: nurx-birth-control-delivered

2024-01-10 19:06:01

C\_i\_dunno

I have to beg for my pills to be sent

I used to use pill club and had no problem getting my pills. Now that I’m using nurx I alwaysss have a problem. I take bc to prevent my period, so I don’t use the placebo pills. That means I go through 3 packs quicker. I have to remind them to send my pills and I have to pay out of pocket now even tho with pill club I didn’t have to. It shouldn’t be this frustrating to get my medication when I need it.

## App Name: nurx-birth-control-delivered

2023-11-03 03:21:48

Destiniiii123

Don’t

Was good for the first couple of months then I started getting charged random fees here & there & had to pay out of pocket for a “copay” which wasn’t much so I did even though my insurance covers birth control. Then I started having to wait on my prescription to be sent out which would be over a week of no birth control. (They also don’t give refunds even if you didn’t get your prescription) Finally switched to going to my OBs office and would NEVER use nurx again.

## App Name: nurx-birth-control-delivered

2021-06-28 16:54:41

tarabecker

Used to be good

I’ve used Nurx for a couple years, and they used to be on top of everything. Now, it takes a few days to a week to get a reply from their team. They have charged my insurance without notifying me, sent my pills to the wrong address, and refused to rectify the situations they’ve caused. AND if I want to switch my birth control to a different pill it costs an extra $15 out of pocket.   
NOT happy with what they’ve turned into.

## App Name: nurx-birth-control-delivered

2020-12-01 18:21:11

Ladyface234

Not Thrilled

Haven’t received my birth control yet, hopefully it’ll get here? Just a heads up it takes a while to get everything going on this, and you have to pay attention to make sure things are moving smoothly and then prompt customer service at every stage. If things go smoothly from here on- from signing up to receiving my birth control, it will have been 17 days so plan ahead!! Regretting signing up for this service, and nervous it won’t arrive in time.

## App Name: nurx-birth-control-delivered

2024-01-31 16:54:58

Vtaylor36

Horrible

The MOST infuriating virtual medical experience I’ve ever had. I paid $40 just to find out my insurance is not accepted and every question was met with an automated message. Once I finally got to the licensed provider I was given a generic (probably automated) “diagnosis” and slapped with two prescriptions I explicitly did not want. I tried to reply with my concerns and was met with two more automated messages. So upset. Save your money and use Teladoc. At least you can speak to a freaking human being!

## App Name: nurx-birth-control-delivered

2023-08-16 13:43:46

Lmartz23

STAY AWAY!!

Been using Nurx for the past three years and this year has been a nightmare. I don’t know what changed but the have been charging my card with these fees which they have no explanation for. $25, $28!! This month i was charged a total of $53! Just to get my monthly pack of BC pills! They do not answer calls and take forever to get back to you through the app with what seems automated replies!!!! Save yourself the trouble! I am currently canceling everything with them!!!!

## App Name: nurx-birth-control-delivered

2023-07-10 18:41:38

maaaareeeeeeeee

DO NOT RECOMMEND - former happy customer

I’ve used Nurx for several years now with no issues. I’ve noticed they are slower to respond to messages recently but I did not have any urgent issues so it was not big deal to me. A few months ago they decided to start charging an extra $3/ month for any prescriptions that are still active. This is on top of the yearly renewal fee/ appointment. I did not agree to this charge when I signed up for the service and prescription. GO SOMEWHERE ELSE FOR PRESCRIPTIONS

## App Name: nurx-birth-control-delivered

2022-08-05 03:01:17

Leximn

Slow

So they are in no hurry at all to give you the help you need. My pharmacy is saying my insurance won’t cover what my doctor prescribed me after paying out of pocket for an appointment and wasting my time in the Drs office only to then find out my insurance isn’t covering anything but the one I’m on right now that is causing me problems. I was recommended this app and thought they would get back with something in a day or two.

## App Name: nurx-birth-control-delivered

2023-09-06 14:05:41

DenverMV

Just okay

The app itself is great! No hugs, it’s user friendly, easy to navigate. The communication and response times from the staff are great as well! However, the reason I am rating a 2 is because there is absolutely no option to receive your medication via express. It’s 5-7 business days which is ridiculous when you are paying $50 a month for this service.

## App Name: nurx-birth-control-delivered

2024-01-17 15:24:35

FeliciaSueLynn

Like it for the most part

My biggest complaint is the way they charge. They charge your card twice for your birth control and then refund you one of them later but this seems dumb. Also it forces you to do a reassessment every 6 months and charges $30 for it even if nothing has changed.   
  
Also somehow a weird secondary insurance got added that I've never seen before.

## App Name: nurx-birth-control-delivered

2024-04-04 05:48:26

jlauren12

Billing

Uploaded my insurance card and debit card (mandatory). My debit card was charged $45 for 3-month supply of birth control. When I reached out to customer support, I was informed my card was charged because I did not “switch” the payment option to insurance. It’s common sense for insurance to be billed first for a patient if the information is provided. They offered no help to rectify this. I’ve cancelled my subscription and will be switching to a real, in person provider instead.

## App Name: nurx-birth-control-delivered

2023-07-24 00:34:23

Emilyrae79

Can’t get a response.

Don’t use this company! My birth control somehow was moved to this company from the pill club, my first order through then was about $5 more a month so in hopes of finding a cheaper option I cancelled the current prescription and requested a new type in hopes of being cheaper. Well it has been over a week now, I have messaged and called the company 3 times with no response! There’s no type of customer service or care whatsoever!

## App Name: nurx-birth-control-delivered

2020-07-06 23:17:32

Arielpetrie

Wrong Birth Control Prescription, No Response

I can’t begin to express how angry and frustrated I am with Nurx. They made me specify in their questionnaire if I am comfortable with taking a generic brand and I said no. I’ve had bad reactions to generic versions of the brand I take, so I have a legitimate health reason not to take the generic brand.  
  
What did they send me? The generic. I wrote to them explaining my situation and why I am unable to take the pills they sent. I also pointed out that I had explicitly stated NOT to send me the generic version.   
  
It’s been a week and no response from Nurx. I will be lapsing on my birth control for this next cycle I suppose, as I have no other option.   
  
I was relying on Nurx to deliver the brand of birth control I asked for and I paid for. This is irresponsible at best and reckless at worst, Nurx. Do better for your clients - we’re depending on you.

## App Name: nurx-birth-control-delivered

2023-08-11 19:24:50

Janeanicole1414141515

Unresponsive, late deliveries.

I used to love the services Nurx provided. Their remote health professionals were responsive and my prescription always arrived on time. Unfortunately, it takes a week plus to get a response from anyone and prescriptions are late…for someone who uses this for birth control, having on time prescriptions is pretty imperative. I guess it’s time to move on and go back to my primary care physician.

## App Name: nurx-birth-control-delivered

2023-12-12 20:19:37

Bean 🤍

Super Disappointed

I was told my birth control was to be shipped in two days and I was still consulting with them a week and a half later. Still no delivery. With a surprise total fee of $70 which I was NOT made aware of. No woman should have to pay $70 for birth control EVER. I got no help from anybody and every time I tried to contact them I was responded with a bunch of crap. Don’t use this app at all. Don’t order from this app. They will take your money. Use Slynd or something else.

## App Name: nurx-birth-control-delivered

2022-08-06 13:49:05

wjehfbd

Takes weeks for anyone to get back to you

After you purchase the medication or treatment, it takes days to weeks for someone to get back to you to start the process or even get a reply. You might as well make an appointment with your doctor. If this is supposed to be an app to get medication conveniently, then they should work on getting back to consumers in a timely manner

## App Name: nurx-birth-control-delivered

2022-02-25 22:25:24

Sintia0719

Don’t recommend

I previously got a prescription but on there it say that with insurance it will be no cost and with out insurance there is a fee . I add my insurance information thinking my insurance was going to cover it last minute the charge me for the acne ointment that was 90 dollars so I tried canceling it before they shipped it. They didn’t want to cancel. It would of been nice if the had said my insurance didn’t cover that medication before sending this expensive prescription.

## App Name: nurx-birth-control-delivered

2022-02-23 20:03:54

pleiades222

Good service, bad app

I like Nurx for receiving my birth control easily but the app isn’t well developed. I wanted to download the app to easily renew my prescription and I had to change the text in one of the text boxes but after I was done typing the keyboard wouldn’t go away and was blocking the “next” button. I have to use my computer instead which isn’t a big deal but still this was an unnecessary inconvenience.

## App Name: nurx-birth-control-delivered

2020-06-28 13:00:46

stephluu12

Star Rating Base on Turn Around Time

I wanted to try this app, thinking it was a safer alternative than having to go out to the doctor’s to get prescription. Although the prescription was easy to get, the whole process will take 2 and a half weeks just to get the birth control. Not ideal at all. Compared to walking into a doctors office, I would have had supplies the same day. For anyone considering this method to obtain birth control but can’t wait more than 2 weeks for it to arrive, pass on this app. I do not recommend.

## App Name: nurx-birth-control-delivered

2023-12-06 17:43:48

Caitlyn0517

Unprofessional.

I have been with this company since they were “The Pill Club” then “Favor” and now “Nurx”. I have had so many problems since the change to Nurx. My birth control gets cancelled all the time, the delivery is never consistent, I constantly need to go to the pharmacy to pick it up. Recently, I needed to fill out my SIXTH renewal in 3 months. Yes, I said sixth. In 3 months. They cancelled my subscription and now they request I make a new request and pay them $25!!!!!! 😡 Ridiculous!!!!!!!

## App Name: nurx-birth-control-delivered

2023-01-27 03:41:27

Sminiey

Not even worth it

I have used Nurx before and i liked it but i got off birth control for a couple months because of a negative reaction to the pill i was taking. I came back because I needed to get back on birth control and needed a new medication. i contacted them about my request for a new pill and never got a response. I waited the 24 hours they ask you to wait. No response. It’s not worth it. It’s just irritating that I have to fight tooth and nail to get a response.

## App Name: nurx-birth-control-delivered

2022-02-05 16:27:00

NotABetterApp

Extremely bad service

Customer service will take anywhere from 3-9 days to answer me back with my questions through the app. I messaged their Instagram as well to try and get someone to help me and they answered right away on there, but failed to get anyone to answer my questions through their app. This shows that they care more about social media/marketing than they do actually helping their patients. Please just go somewhere else.

## App Name: nurx-birth-control-delivered

2022-01-30 18:50:05

☀️💁🏽

Bad Customer Service

I’ve gotten in contact with Nurx’s customer service a couple times. No response both instances. I need a 3-month supply shipped to my home, which they swear is a possibility. Yet, not one time that I’ve had to go to the pharmacy and pickup has a 3-month supply been available. Waiting for an answer still, but I cannot afford to wait much longer. I don’t understand why I haven’t been contacted.

## App Name: nurx-birth-control-delivered

2023-01-14 05:11:32

Jay98woodrowrams1

0/10

I used nurx for a year, but then I didn’t get my last refill for three months. They told me they would ship it out within a week, but then that turned into two months. They would take more than three days to respond. Finally, they said they shipped the rest of my refills to my preferred pharmacy. I showed up to my preferred pharmacy two weeks later and they still haven’t shipped it out. Poor and lack of communication skills.

## App Name: nurx-birth-control-delivered

2022-05-26 12:40:14

tfghuifb

They don’t respond to your messages

Literally had to pay a fee for having the ability to contact medical professionals and they don’t even respond when you message them… I’ve been waiting for a week for a response and still nothing. The birth control came fast and was an easy process but making me pay an additional fee for a service that they don’t even properly provide is very frustrating.

## App Name: nurx-birth-control-delivered

2021-10-28 19:01:50

KrakRoc69

Bad service

They constantly prescribe things your insurance won’t cover, and it takes forever (I’m taking weeks- regarding BIRTH CONTROL) to get a response when you ask for a generic your insurance will cover. Better off going in person to Planned parenthood and paying to travel there if you live in a rural community without these services! Pretty sad in this day and age. Healthcare is a major issue and people can’t afford out of pocket costs for every single prescription!

## App Name: nurx-birth-control-delivered

2024-03-24 14:54:31

LO854369

Will never use again!

After using Nurx for years for my birth control, I have cancelled my subscription. I waited 17 days for my medication renewal, to the point I ran out of meds- I contacted customer support three times during the period with minimal response and zero help. I signed up for GoodRX and had the prescription sent to my pharmacy within 15 minutes. What was once a great service has become a joke. Don’t waste your time or jeopardize your medications.

## App Name: nurx-birth-control-delivered

2023-09-27 04:18:27

bringbackthegoodsnap

DO NOT USE NURX - STEALS YOUR MONEY

PLEASE do not use NURX. I used them for a year and they randomly stopped accepting my insurance. They would not work with me at all and it would take them 3 days to answer any messages that would get me NOWHERE. I ended up canceling my services and for MONTHS they charged me a “$3 service fee”, for something I don’t even USE. I took my card off my account a couple months ago and they just started charging me AGAIN. NURX is a scam and steals your money, please look elsewhere.

## App Name: nurx-birth-control-delivered

2023-07-25 13:24:49

Elizabethg123

Very buggy app, no response from customer service.

The app has some serious bugs. For example, I got the same message from 5 different people, I received an email addressed to someone else, and when trying to login I kept being brought to a blank screen. In addition, my birth control was supposed to have arrived yesterday at the latest but it hasn’t even been shipped. I reached out about it but haven’t heard anything.

## App Name: nurx-birth-control-delivered

2023-07-15 05:12:45

Lalindsey710

Seems like a scam

I never write reviews, but I was prescribed tretinoin and waited 2 weeks for it to be processed just to have it be canceled without explanation. I also tried messaging in the app twice in 2 days and did not hear back. Pretty crazy that they charge you $40 for a “consultation fee” and then you get nothing in return. Based on other’s reviews this seems to be a pattern, so I would save yourself some time and money and skip this service.

## App Name: nurx-birth-control-delivered

2023-05-13 13:10:07

NickyAmy02

This app is a SCAM!! Beware!!

I absolutely NEVER bash anyone ever. But this app is giving people meaningless charges! I had to pay an out of pocket fee for $15 even with insurance! My insurance ends up not paying for the pill so I never received the prescription. I answer them back to get my $15 back and they come up with some excuse saying it’s for a consultation… YOU CHARGED ME A CONSULTATION FOR PLAN B?!   
  
Once I get this sorted out I’m truly never using this app again. I hate writing bad reviews but these people are scamming women.

## App Name: nurx-birth-control-delivered

2022-09-01 16:35:02

Slalys

App is unusable

The app is confusing and unusable. I got it specifically to remind me to take my birth control, set the reminder, and keep missing it because I don’t get notifications. They’re on in my phone and there seems to be no way to change notifications. I tried unenrolling from pill tracking to see if I could reset it and there’s no option to re-enroll. Maybe make sure your app functions before you release it.

## App Name: nurx-birth-control-delivered

2022-01-12 04:05:55

More free credits plz

Gone down hill

Clearly did not scale well for more people using the app! Use to be great, now my birth control has been late twice and I had to go to a pharmacy to pick up which defeats the purpose of the app. Customer service just doesn’t fix the issues - even if they seem nice and friendly while talking. Or they just have conflicting information from person to person. Switched back to my previous app for birth control.

## App Name: nurx-birth-control-delivered

2023-08-22 02:36:12

Blondentx87

Awful business

It’s hard to get any sort of response, sometimes you have to come back into messages just to request they answer you. Customer service is nonexistent. Every time I had to get a prescription refilled it was ALWAYS a hassle. For a company that deals with prescriptions and insurance they apparently have no idea how either of them work. It’s been 1 year 4 mo and I’m done as they seem to be getting worse.

## App Name: nurx-birth-control-delivered

2023-07-23 14:31:17

Darlingwand

Horrible app

The only reason I use this is because the pill club transferred my account to this app. They take days to respond and when I try to make a payment it says error. I have two weeks left on my pack and no back ups. So unprofessional. I keep getting the “we are receiving more messages then usual” well hire more support or something. I’m paying for a service and my health is something I do not play with. Get it together

## App Name: nurx-birth-control-delivered

2023-01-12 01:26:22

Ab0980

Won’t refund!!

I have had good experience before but not this time! They said they couldn’t use my insurance after I paid $49. Told me I would get a refund of $15 and could order again without using insurance. So why am I not getting a full refund?? It’s been 3 days and I still have not even gotta the so called $15 refund. I have reached out numerous times on the chat and also emailed. No one will respond to me. I won’t use this service again.

## App Name: nurx-birth-control-delivered

2021-03-26 22:17:18

emabe23

Annoying - cancelled subscription

I used to get my birth control from here. I got a new insurance plan and these people can seem to figure it out. They just keep sending messages that my Insurance is cancelled even though I’ve sent my new and active card many times. No one has been any help in solving the issue and they just cancelled my pills. I’m over trying to figure it out - just lazy customer service. Using wisp now and it’s cheaper.

## App Name: nurx-birth-control-delivered

2023-10-03 17:18:47

thejockstar

Do not go through Nurx

I am upset this morning by the lack of service they provide. You pay $3 on top of what you pay for birth control for their customer service, but I have yet to get a response in the week i’ve been sending them messages. They prescribed me a very very low rated medication I will not be taking. I am very upset that they read my charts and still prescribed me something that has all the side affects I wanted to avoid.

## App Name: nurx-birth-control-delivered

2023-07-18 16:14:39

Mackmackmack11111

Terrible customer service

Some of the worst customer experience I’ve ever interacted with. The providers take forever to respond, from several days to weeks. Most of the time, it is just an automated response. I’ve never been able to get a hold of anyone with the customer service number. They have consistently charged me for medications and skin care products that I did not ask for/explicitly stated I did not want a refill of.

## App Name: nurx-birth-control-delivered

2023-01-25 02:14:21

Nokes362

Pretty terrible

I’ve been charged for orders I haven’t received and not refunded either. Quite a few messages have gone unanswered about where my order is or if I will get a new order processed. Really a frustrating experience. If you are looking for emergency contraception or abortion medication you might want to just try a pharmacy, instead, you might give birth before you get a response. Not trying to be funny, just a warning.

## App Name: nurx-birth-control-delivered

2022-05-11 21:21:18

aliali687521

Can’t get a live person to respond

I was wanting a refill on my birth control (my year was up) and paid the $15 for the consult. It’s been a week and still have yet to have anyone contact me except the automated messages. I want a refund for that 15. I already went through somewhere else and got it taken care of within TWO HOURS. And you guys can’t respond within a week. Ridiculous. Used to be a great app, don’t know what happened.

## App Name: nurx-birth-control-delivered

2021-01-02 21:27:01

alma126

Too many errors

I’ve had issues with them mis-prescribing medications, mischarging for medications, and not shipping medications that I was charged for.  
I’m still waiting on a necessary medication “shipped” and charged nov 13 that I find out was never shipped.  
Before that, they prescribed a medication that makes migraines and blood pressure worse with an increase in stroke while knowing fully that I had some of these issues.  
And their responses make it seem like they’re now doing you a favor by simply doing their job.

## App Name: nurx-birth-control-delivered

2021-12-28 17:22:31

nurxistheworst

Customer service has severely tanked

After what was literally pulling teeth to get my prescription filled I will be cancelling my account with nurx. I’ve used them for 4 years for my birth control but the most recent 6 months have been terrible. They cancelled my last prescription bc they put my insurance through incorrectly and never contacted me! Lots of other options out there, look elsewhere.

## App Name: nurx-birth-control-delivered

2021-02-16 02:43:47

pearcat

Scam

Total scam. They charged me $60 for a medical consult which resulted in Nicole Nugent telling me to go see a doctor. Don’t you think this type of service should offer an actual conversation and not messages being sent through an app? Like is there any way we can actually get someone on the phone? Apparently not. I reached out to ask for my refund and someone named Cherie R. said they don’t refund the $15 medical consult fee. But I was charged $60 for it... still haven’t heard back. Would give 0 stars if I could.

## App Name: nurx-birth-control-delivered

2020-10-09 00:15:20

QSudduth

SCAM-They won’t let me cancel my subscription.

There’s no way to cancel my subscription without them doing it. They have my payment information and I can’t delete my account by myself without going through them.   
  
They take your payment information and there is no option to delete it, but they’ll allow you to delete your insurance card from your account. They just want your money. It’s absolutely a robot messaging, and they don’t let you cancel.

## App Name: nurx-birth-control-delivered

2023-08-02 19:49:48

MovieRater5

Horrible customer service, unauthorized charges

Charged me on a card I had previously removed from my account despite me saying (several times) only to charge my HSA card. Impossible to get in touch with anyone to discuss this issue, and the chat takes days to get a response. You’re better off seeing an in-person doctor, any advertised “convenience” is completely lost on this app.

## App Name: nurx-birth-control-delivered

2022-07-22 12:47:56

catknowsmiami

Not happy!!!!!!

I’ve put in my order and it’s been over a week and nobody has even reviewed it in order to even start the processing and shipment process, now it won’t arrive on time for me to even start taking it!!!!! I’ve sent several messages on the course of several days to the help desk and nobody responds!!!!! And of course no refunds or cancellations on your first order so basically money down the drain!!! Absolutely do NOT recommend

## App Name: nurx-birth-control-delivered

2021-04-09 02:56:44

ssstill08405

The worst birth control service I’ve tried

I was searching for a new birth control service and tried Nurx as an alternative. Waited through two weeks of silence, then finally heard from a doctor after I complained. At this point, I had switched to a new birth control service. Later, I realized I had been charged $15, and informed that this fee is for anyone who requests birth control....even though I wasn’t actually helped. Avoid - there are significantly better services out there.

## App Name: nurx-birth-control-delivered

2020-08-12 16:41:47

nsjsjdmdmxx

Horrible

I told them I specifically wanted my brand of birth control & they sent me the generic which gave me acne & affected my body negatively. I complained & they told me they would fix the issue, just for them to tell me that they don’t have my brand of birth control. They said they would send the prescription to a pharmacy of my choice, which they did, however when I got to the pharmacy they simply me that they don’t have birth control. I’d rather go to planned parenthood & spend $120 than deal with this app.

## App Name: nurx-birth-control-delivered

2020-08-05 18:51:20

@locas75b

Find another company

This company straight up just lied to me on the phone. I have been waiting almost two weeks for them to review my labs which I received the results more than a week ago. The woman told me they “just received it”. I told her I only had 6 pills left because of the their delay and would need this expedited. She flat out said sorry we’re just too busy. Will be finding another company to work with that are more professional and respectful of people’s time.

## App Name: nurx-birth-control-delivered

2020-06-10 08:00:45

anonymous\_2020.06.11

Garbage company

I submitted my request over 2 weeks ago, there was a minor typo in my info, which I fixed immediately, yet, I have had no updates on shipping info. I contacted the customer service and they said they would have an update within the day, it has since been 2 days and still no update. I would rather go with goodrx, they are a legit company. Save yourself the hassle and frustration and look somewhere else.

## App Name: nurx-birth-control-delivered

2024-01-04 00:16:15

Tamey"Tambam"J

Terrible service

I’ve used Nurx multiple times in between doctors and would never recommend it to anyone. Their support chat system is terrible and takes forever to get a response. When trying to renew a prescription that THEY prescribed me they charged me and told me they couldn’t refill it and then directed me to a partner service who then charged me and told me they too couldn’t refill it. Beware if you don’t want to get scammed.

## App Name: nurx-birth-control-delivered

2023-09-16 12:04:04

JJXianify

Extremely unreliable and uncommunicative

Multiple times I have gotten my birth control shipment late and this time around, it’s not even coming? They just forgot my order and haven’t responded to me? I’ve been trying to get in contact with ANYONE about my active subscription and no one has responded. I’m supposed to start a new pack tomorrow while they haven’t even shipped my order. Will never use Nurx again. Stay away.

## App Name: nurx-birth-control-delivered

2023-01-18 13:34:44

paige fel

Abandoned

I used to get Nurx every month and they are now ignoring my messages. My medicine was supposed to be sent out at the start of the month (which I have received for about a year now I believe) and has just been paused. I’ve tried to message nurx and they’re completely ignoring me which is horrifying as this is for medicine I take every month. I feel disgusted and disappointed this happened and am at a loss of what to do.

## App Name: nurx-birth-control-delivered

2022-11-17 17:07:56

Lo199704

SCAM

Literal scam of a company. I urge you not to waste your time or money on this.   
I got Nurx 3 months ago and have called them at least 20 times over the past few months over the numerous issues I’ve faced. Every time, their answer to the issues is we’ll just pick it up at your local pharmacy instead.   
How can you run a birth control delivery company when you are so incompetent that you can’t even deliver the birth control

## App Name: nurx-birth-control-delivered

2020-10-15 18:24:31

mercymae17

Ship birth control faster

I love Nurx it’s great but the only thing that keeps bugging me is that they take to long to send the new birth control packs so you run out of birth control and have to wait another week or so to get your next pack they need to work on sending out the new birth control packs 2-3 weeks before you run out of birth control if they did that I would give them 5 stars but this needs to be fixed.

## App Name: nurx-birth-control-delivered

2020-08-19 21:09:54

sam1778us

Terrible service AVOID

I wish I read all of these reviews and listen to them. Please please please save yourself the time and money and avoid this service. They are not helpful, prescribe you the wrong medications, even when you specifically ask for one you’ve been on for years. They are slow to respond and give you unhelpful bot responses. Please avoid at all costs. It’s more of a head ache than just going into the doctors office, trust me. AVOID AVOID AVOID.

## App Name: nurx-birth-control-delivered

2023-08-10 14:06:13

Iluvzombies7

A little frustrating

I accidentally canceled my current subscription because I needed to update my insurance and payment info and I hit the wrong thing. Then I couldn’t get a hold of a representative to fix it and I’m almost out of pills so I can’t wait. I had to restart the whole process over again and pay for a consultation when all I needed was to restart my old subscription and add my insurance.

## App Name: nurx-birth-control-delivered

2023-01-09 17:52:12

Sfuxdtjvsefxdu

Not great

This used to be a great app, but once they got acquired it started to go downhill. I’ve repeatedly had my prescriptions either never get processed or arrive late, and it takes at least a week to get a consult reviewed. I switched to a different service and it took less than 3 hours to have my consult + my prescription shipped. Use literally any other app/service.

## App Name: nurx-birth-control-delivered

2022-01-19 11:30:23

Hstager99

Never received any meds

Don’t do it! I signed up and paid the $15 fee to have someone review my file. After a week nothing was done. I messaged them and instantly got a response that they would send a re placement in and I would be getting my birth control soon. Another week goes by and still nothing. At least I’m only out $15, but now I still have to pay a doctor appointment on top of that to get actual pills!

## App Name: nurx-birth-control-delivered

2023-07-01 14:40:09

Dogs15

AVOID!!

I wish I could give this a 0 star review, but I wanted to warn any women out there about Nurx, AVOID AT ALL COSTS!!   
  
I got switched over from the Pill Club when they were bought out by Nurx, and it has been nothing but headaches for 3 weeks trying to get a prescription.  
  
No one answers the chats for sometimes 72 hours, their phone line just rings and rings for hours and no one ever picks up, and they cancel your medication (but are sure to charge you for it, despite never receiving it) without any notification or warning.   
  
This company is a scam and if you actually need medication or real health services, go to planned parenthood direct. They are a legit company who actually care about their customers, unlike Nurx.

## App Name: nurx-birth-control-delivered

2022-11-08 15:27:39

Ccelizabeth

Such a scam

I purchased the $20 intro fee for Nurx in order to get birth control last minute because my obgyn couldn’t see me for months and I needed it quickly. The birth control that I normally get for FREE, they just tried to charge me $450/3 months worth. Tell me how that works. They make it seem like they can provide you affordable birth control just to scam you out of $20 and you get nothing in return. Do not pay the fees and avoid this app!

## App Name: nurx-birth-control-delivered

2022-05-16 14:47:10

jordan\_gonzalez91

Do better, Nurx

I used to love this app. I’ve used Nurx for several years now and they were always consistent with getting back with me. Never had to wait more than 2 days to get an answer back from them. I’m going on almost 6 days now with NO response from them. I have messaged, emailed, AND called their number multiple times and I can’t get anybody for something as simple as getting my prescription refilled!!

## App Name: nurx-birth-control-delivered

2020-09-11 23:34:05

Sarahhateshugs

Late Arrivals

I have received multiple shipments late. This means that I miss pills and have to use a back up birth control which is annoying. I reached out to customer service when I received a shipping notice that showed that my next shipment would be late and they didn’t offer any resolution. They just told me not to worry and to just use backup. It also takes them days to respond to messages.

## App Name: nurx-birth-control-delivered

2020-07-06 14:44:22

Paul-38640

Absolutely horrible!

Spent an hour putting in all my information and paying fees. I get my consultation two and half weeks later and the provider does not even read my medical information and orders the wrong type of BC. It then takes Nurx 5 days to get back to me about the wrong order. I asked for my money back as I waited three weeks and they did not refund me even though I cancelled my order. Do NOT download !!

## App Name: nurx-birth-control-delivered

2024-01-29 23:38:55

PurpleGlitterGirl

Will send you medicine that you didn’t ask for

I would not recommend this service. I specifically asked to skip a month for my medication refill and they sent me it anyway. Refused to refund me despite having clear evidence that I did not want it and said they could not accept returns even though I said not to send. Would not bill my insurance. Such an unfortunate and unpleasant situation that I returned to a normal dermatologist.

## App Name: nurx-birth-control-delivered

2023-02-27 13:03:33

Mcpercy

Very slow and aggravating

Extremely slow response time. It took 6 days to get a response from an NP and a total of 10 days for my prescription to be sent to the pharmacy. Responses were mostly generic and required me to ask my question multiple times to get an answer. The “medical evaluation” used to be free. Now it’s $20 for what feels like a chatbot interaction.

## App Name: nurx-birth-control-delivered

2021-07-23 21:40:19

LondonBettie

Still waiting for my refund

I decided not to follow through with my medication request with Nurx. They still charged me and when I asked for a refund said they would forward it to upper management and that I should see it in 5-10 business days. It’s been 13 days and I still don’t have a refund for something I never received. I’ve also reached out to them again and have not heard anything.

## App Name: nurx-birth-control-delivered

2020-07-06 18:17:24

SamboSlizzle

Don’t Do It

Literally the worst app I’ve ever used. Sooo much hype on instagram which is why I got it, I put in my information a week ago and the medication is “still under review”. Don’t waste your time! Their customer service line is terrible and you have to wait forever to talk to someone. And once your card information is in the system, you can’t get it out...I would 0 star if I could! You will definitely get pregnant if you wait for this app to send you pills

## App Name: nurx-birth-control-delivered

2023-11-11 15:11:25

keeewiii

The app is getting in the way of the service

I can’t speak to the quality of service because the app is so buggy. I can’t even use the messaging function to respond to the Dr’s message about prescriptions…which is annoying because I paid a $40 copay to have the consultation in the first place. Needs to be taken care of ASAP!

## App Name: nurx-birth-control-delivered

2021-07-13 01:10:50

pppkkkaamb

Never leave a review but this one they deserve to leave a bad one

Never leave a review but this one deserve to leave one. Sooo not professional and is just basically a well scam. They take the money and is done. Strongly Strongly suggest to not place an order with them since they will just take the 35$ co pay and than you never hear a reply for your question. Shame and hope they shut down soon since they deserve

## App Name: nurx-birth-control-delivered

2023-09-17 17:51:58

veronica55011

This app is stressful

I don’t understand why it’s so hard to receive a response on this platform. It’s really stressful and triggering. If you have another option I suggest avoiding this app. There are a multitude of 1 star reviews since it’s launch and all of them are women not getting the medication they need on time and not being communicated with. What is the problem and why can’t any of us be heard?

## App Name: nurx-birth-control-delivered

2023-09-02 12:25:51

ADHINMELOSSA

Sent out my refill too soon

I am supposed to get my birth control delivered every 3 months. Nurx delivered my birth control refill July 25. It is now September 1st and they already sent out my next refill and charged me again.. I still have 2 months to go. I did not need a refill so soon! There is no way to change it without canceling the prescription.

## App Name: nurx-birth-control-delivered

2023-05-22 12:39:59

cnb07

WARNING

Nurx sent my necessary prescription to an old address and told me I would have to figure it out myself. What is the point of having a shipping address saved in the app if your medicine will be sent somewhere else and the company will do nothing to rectify their mistake? Horrible customer service, which is especially unfortunate given that people are depending upon this service for medical care!

## App Name: nurx-birth-control-delivered

2022-07-15 15:57:58

Zoeyvuser

Worst service

I have never been more disappointed in a company. They promote that they will give you service in 48 hours, but it has been 7 days since I placed my request and I still have not heard from a provider or support member. I have called, emailed and messaged to cancel my order as they charge you beforehand. I am now disputing the charge with the credit card company. Do not trust this company with your healthcare.

## App Name: nurx-birth-control-delivered

2021-08-17 13:03:15

millieview

Poor Pharmaceutical Knowledge

I’ve been with Nurx for a few months and they don’t care about the health and safe sex of their patients. Not only did they change my birth control without notice (which made me have a period for a month) they also don’t ship my subscription and asked me to pay for it. Counting pills is the bare minimum with any pharmacy and Nurx isn’t there yet.  
  
Would highly recommend finding a qualified vendor.

## App Name: nurx-birth-control-delivered

2024-02-19 14:37:44

analissacredecci2132

Doesn’t cater to patients

I’ve waited 4 days for a response as to why my prescription has been cancelled. I updated my payment method as soon as I got the notification, and still no response 4 days later. I paid $40 for medical consultation for them to just have me waiting on a medication. It would’ve been easier for me to go to urgent care and get the RX reading within a day. Do NOT recommend!

## App Name: nurx-birth-control-delivered

2023-06-23 17:39:55

assdhjll

horrible customer service

i used the pill club for a year and a half, and had the easiest experience ever. however, ever since nurx has taken over, my health information has not transferred over and i have to go through the process of requesting new birth control. it had been 5 days since my request was put in and it is still under review. i have messaged practically everyday and both times i called, i was on hold for 30 minutes before i decided to hang up. this is something that i need, and the fact that nurx doesn’t care enough to get back to their patients is ridiculous

## App Name: nurx-birth-control-delivered

2021-02-26 15:51:43

Moneypro483

Affordable? No they just like wasting time

After 10 days, I found out the medication the doc suggested would be $180. No thanks. So instead of offering other options, they wanted me to go through the ENTIRE process from the beginning! I already paid $15 the consultation and instead of providing other options, they want to extort more money out of me? I don’t think so. Waste of time and I better be getting my $15 back. Useless service.

## App Name: nurx-birth-control-delivered

2020-10-18 20:54:40

Shfatjgsxbhdvbbvxcbnnn

this app is worthless

i downloaded this app because i had moved states right before quarantine and was having trouble finding a doctor and needed a birth control prescription, and this seemed like a convenient way to do that. this was in May, and five months later, my request is STILL “under review by our care team.” ive gotten no messages explaining what it it is that is preventing them from moving forward or requesting additional information.

## App Name: nurx-birth-control-delivered

2020-06-29 18:53:51

abby0599

Disappointed

I was really hoping this online pharmacy would be able to help get me the medication I need and have it shipped to my door. I spent $15 for consultation and was given a prescription on June 16th from a PA. I was told I would be sent a notification for shipping in 1-2 business days. It is now June 29th and my prescription is STILL “preparing for processing.” I have sent two messages through this app and have gotten no replies. Really disappointed this was a waste of my money.

## App Name: nurx-birth-control-delivered

2023-09-21 16:49:39

hbd5035

Not for skin products

They obviously don’t care about getting anything other than birth control to you. Takes days to respond to any message & then they ask you for the same information over & over. If you need to change anything at all about your prescription, even just renewing it for the year, it will take literally weeks.

## App Name: nurx-birth-control-delivered

2022-01-04 18:50:02

laney.k.

Poor Quality BC

The generic form of whatever low dose pill they put me on made me gain > 10 pounds in a week. I’m someone who exercised daily and eats clean and the mental toll this has taken on me has been debilitating. I would recommend waiting and going to your trusted care provider before leaving it to someone who chat with through an app since they really don’t know you and don’t have your best interest. It’s burn and churn.

## App Name: nurx-birth-control-delivered

2023-04-15 01:27:00

RaccoonNation

Terrible Communication & fees

Be prepared for your direct messages, emails and questions to go unanswered for at least 5 days.  
  
Poor customer service.  
  
Did not accept my insurance   
  
Had to pay cash for appointment and then the actual prescriptions at the pharmacy.  
  
The worst part-after they charged my card, they then informed me that my insurance wasnt accepted and they didn’t even bother to call my prescription in for several weeks. My questions and many messages went unanswered for days at a time.. so I went without birth control for close to a month.   
  
I would not recommend this company unless there are drastic changes to their customer service department.

## App Name: nurx-birth-control-delivered

2022-09-12 21:55:03

PuzzlePeace73

I was ghosted.. and never got my birth control

I went through their easy process and was set up for a new birth control. Two days later, I got notified that my order was canceled with no message. I reached out, and they responded once days later saying I needed to pick a new brand. Since then, it has been over a week and I’ve been unable to get ahold of anyone from Nurx.   
  
Good app- HORRIBLE company. Maybe even a scam?

## App Name: nurx-birth-control-delivered

2022-06-09 11:12:04

rachelfmsb

Customer service doesn’t exist

I’ve been trying to get ahold of someone through the app to get one pack instead of three for over a week. No one will answer but they will keep processing my prescription and charging me! They seem to be quick to respond to complaints in reviews but can’t respond to a patient with a question about their medication. Neglect on the providers part here.

## App Name: nurx-birth-control-delivered

2020-05-15 22:35:52

BeccaK.

Scam, run away

this app is just trying to make easy money; they charge for basic medical testing and prescription that are covered under medical. I tried to call customer service and the representative hung up on me and never gave me a call back. Their messages in the app are randomly responsive, the reply days later and without the information you asked for. Nothing to see here unless you like paying for services that are free elsewhere.

## App Name: nurx-birth-control-delivered

2023-04-19 16:17:28

Noiamdirtydan

Slow and sketchy when it come to price

They are very slow. Takes weeks to get anything from there which isn’t too big of a deal. The problem is once it goes through they’ll confirm the price, say $15 for a 90 day supply. You’ll hit yes then suddenly you are being charged $18 for a 30 day supply. I won’t be doing business with them in the future.

## App Name: nurx-birth-control-delivered

2022-10-28 21:43:07

gomez.\_

Customer service takes foreverr

I lost a pack of Birth control and contacted them to pickup one from my local pharmacy, i sent messages on the app and even sent a email and still have not received any notice back. They seemed very helpful and eager to make prescription when i first signed on, sad to see that is still not continuing.

## App Name: nurx-birth-control-delivered

2022-05-24 14:45:11

Mamboseduction

Nurx does not have the bandwidth to keep up with their advertising

Don’t advertise to attract unique customers if you can’t handle the influx of new customers. Downloaded and signed up 5/15, and have not heard from anyone about prescription to date, 5/24. At least solicit upon sign up that it will take forever to connect with a professional for product. Stop wasting people’s time! Requesting refund.

## App Name: nurx-birth-control-delivered

2021-08-27 22:47:33

Jacobsheehy

Horrible service

I use Nurx for skin related concerns and the service I’ve received has been terrible. The doctors take so long, sometimes over a week, to respond to urgent questions and that’s if they get back to me at all. They make me jump through hoops just to get simple questions and requests done, I absolutely don’t recommend this app if you want any type of real care or customer service.

## App Name: nurx-birth-control-delivered

2020-08-08 04:51:12

katie1058206

Beware- False medical Info!

Nurx reps and even VP continually lie about medications and have caused me thousands in bills trying to fix the damage done by incorrect medical advice.   
Please do NOT use this app. It is a complete waste of money as they make many FALSE medical claims about differing medications and usage on their site. They do not care about your physical or mental well being, as I have personally been told by current Nurx employees. Look elsewhere, there are some great apps out there with the same purpose!

## App Name: nurx-birth-control-delivered

2020-07-24 09:27:16

Likliklik01

Adverse Side Effects To Other Generic Brands

I asked to be kept on a specific generic brand of a medication, because they’ll tell you,”same hormones/same active ingredients,” but the secondary or tertiary ingredients cause adverse side effects. Every time they switch my medication to a different generic brand, despite having,”the same active ingredients and hormones”, I experience cramping, spotting, and surprise periods.

## App Name: nurx-birth-control-delivered

2020-07-12 19:49:10

Desireejean1212

Horrible customer service

Absolute worst customer service. No one responds to messages at all. Tried to contact someone bc my prescription needed to be changed and no one responds. Gave them a few different chances and both times I’ve used them it has been the worst experience ever. I had to reach out to their twitter account to get any response. I will be filing a complaint with my insurance company.

## App Name: nurx-birth-control-delivered

2023-03-24 21:14:18

s93848493

Waste of time and money

I subscribed and got a treatment plan, then Nurx wouldn’t send my prescription. They kept cancelling the order and told me I needed to send them the details of a local pharmacy.   
  
I sent the details and they still kept me waiting for a week until they finally sent an email saying they would no longer serve people in my city.  
  
Waste of time and crap service.

## App Name: nurx-birth-control-delivered

2022-06-14 04:21:40

D. Rodrigo

Terribly slow, steal your money

Signed up because I thought this would be faster than going to a dermatologist. Well paid them for their service and never heard a word from them for over a week. Told them I found a derm in that time and I would like a refund, it’s been several days since then I still no word on my refund but they gladly canceled my case with them.

## App Name: nurx-birth-control-delivered

2023-05-02 19:13:46

aroedell22

Overpriced - no explanation!

Their prices will go way beyond the advertising pricing when using your insurance with absolutely no explanation of your pricing prior to charging you for your prescriptions.  
This company is a complete scam and waste of time and money. Find a reputable company to take your business to.  
I have still not received any of the overpriced prescriptions or refund. ONE has to happen or it’s just stealing!

## App Name: nurx-birth-control-delivered

2022-05-06 12:30:19

Gabby3568

Waste of time

I used NURX for many years and was very happy/satisfied with their customer service. Fast forward to this year and their quality of service has gone down so dramatically that I deleted their app and won’t be wasting anymore of my time. You also can’t get a hold of a live person anymore and the automated responses don’t answer any questions. Don’t waste your time!

## App Name: nurx-birth-control-delivered

2022-12-05 19:44:50

switch-11

No response for weeks

Nurx has no business being in the healthcare industry, supplying very important drugs to women when they’re not able to handle the messages that they’re receiving. I had serious problems with depression on one of the birth-control products I was using through them, and they did not respond to my messages for over two weeks.

## App Name: nurx-birth-control-delivered

2022-07-17 22:17:52

SharkAttackz

Still waiting on a response after they took Money..

It’s been 3 days, and I have yet to get my birth control refilled. However, they had no delay in charging my card, which promptly went through ( and for what? They haven’t even provided their service). I will give them 1 or 2 more days until I’m contacting bbb.

## App Name: nurx-birth-control-delivered

2022-02-19 12:45:52

nickaaayy97

I have an issue every time my pills ship

I wish I would show screenshots of the interactions I have with NURX. This is the most incompetent company from the customer service all the way down to the processors. They are unable to see the interactions they have had with you before because I have the SAME ISSUE EVERY 3 MONTHS. This company is exhausting to deal with and I do not recommend it to anyone.

## App Name: nurx-birth-control-delivered

2022-02-11 18:58:10

ksreviewz

Can’t manage subscriptions on app

I like the convenience of the app until you need to manage a subscription. I wanted to postpone a shipment and although there is a ‘Manage Subscription’ link in the app, once you get to the page you can not make any edits so you are forced to call customer service instead.

## App Name: nurx-birth-control-delivered

2020-07-13 22:05:43

Ellie Lovekin

A rip off

They don’t accept Medicaid unless you are from Texas, California, or Illinois. If I had known that I would have gone with a different online option. They make you put your credit card info in when you start to sign up. I didn’t know they didn’t accept Medicaid from my state so I got charged a $15 “consultation” fee and still can’t get my medication. Absolutely terrible do not use Nurx unless you enjoy being ripped off

## App Name: nurx-birth-control-delivered

2023-08-25 01:12:58

woopty222

I’m really missing The Pill Club

The transition was not smooth and the app is wonky. They’re not even up front with their costs, I had to reach the end of the assessment to realize I was going to be charged $25 for the assessment alone. I also hate the fact that I don’t have a choice on getting just one pack for $15 I have to get 3 for $45. I’ll miss my stickers and candies from tpc.

## App Name: nurx-birth-control-delivered

2022-07-24 01:54:39

laurenwoodall

I’ve tried several different pills

Honestly I'm hoping I get proscribed something other than BC pills because Ive tired several different BC and none have worked well for me and I’d really rather try something else but they don’t tell you what they actually prescribe until you pay so I guess I’ll find out

## App Name: nurx-birth-control-delivered

2020-08-12 19:22:09

ebrady312

Horrible Customer Service

Impossible to get a hold of and very unhelpful. They were not able to fulfill my prescription so I had to go to the doctor anyway to get the medication I need. Still in the process of fighting for the bogus $15 “medical fee” as I didn’t use their service whatsoever but have so far been ignored by customer service. Will most likely have to open a dispute with my credit card company - what a waste of time.

## App Name: nurx-birth-control-delivered

2022-08-25 18:50:39

latter22

50 dollars a month required.

Takes over a week to get your information “reviewed” was hoping this would help avoid having to make a trip to dr and miss work. Takes too long and a waste of 50 bucks. Not to mention if you received a prescription you also have to pay monthly for the “fee”. Not the selling points it states.

## App Name: nurx-birth-control-delivered

2022-08-09 18:41:16

laceysos

inconsistency

i attempted to use nurx for an antidepressant and when i was actually fully honest in the questionnaire, the team fully turned me down and it’s been over two weeks since they said they would contact me. honestly, do NOT use this app for anything other than birth control methods. for anything otherwise, i found them to be completely unhelpful.

## App Name: nurx-birth-control-delivered

2022-02-02 22:16:21

ebt2779

Terrible - customer service non existent

Billed me without consent and won’t refund the money. They take days to get back to you, literally days, this is 2022 get with it. They don’t even have a number to call into you can send a message and hear back two days later. It takes weeks to have what would be a 5 min phone call. Stay away.

## App Name: nurx-birth-control-delivered

2020-12-07 15:56:09

connorjames010

Insurance no longer covers this

They didn’t tell me or my multiple friends that they were changing how they bill the insurance for the labwork. Now we all owe hundreds of dollars because Nurx didn’t warn anyone about this. I’d have gone to my doctor where labs are covered by my insurance had I known. Used Nurx for two years without issues then they changed the way they bill without warning so now they’re out of network.

## App Name: nurx-birth-control-delivered

2022-07-19 14:50:13

chjjboob

Unclear and expensive

The process of getting started, selecting a birth control, speaking with someone, and checking out is unclear and confusing. Large time gaps in communication exacerbate this process. You do not get to thoroughly review your order before they auto check you out. Also, my insurance type is VERY common, but somehow not accepted. You pay premium out of pocket for what’s traditionally free.

## App Name: nurx-birth-control-delivered

2024-01-31 19:09:45

Stoploggingmeout

Unresponsive and unhelpful

This might have been useful if they worked with my insurance but they happily take your money and take up to 48 hours for the “unlimited access care team” to respond, nowhere to submit reviews on their website so who can tell if they’re real, also no way to deactivate without getting ahold of a real person, save yourself the headache!!

## App Name: nurx-birth-control-delivered

2023-07-26 21:51:09

PeggyPegPeg

DO NOT RECOMMEND

From the start, I’ve had a terrible experience using this app. I tried to give it a real chance and used it for about 6 months. Every month I would have to reach out to customer service to get birth control and never was able to start a new pack on time. I wouldn’t recommend using this app unless you want to get pregnant!

## App Name: nurx-birth-control-delivered

2024-02-27 13:16:24

madhoket

Not as accessible as you may think

For being advertised as a way to easily get birth control, I experienced the opposite. If you have any sort of health condition, be very wary of giving this service your money. They would not prescribe me the birth control that I’ve been on for years because I said I get migraines. So back to my in person doctor I will be going.

## App Name: nurx-birth-control-delivered

2022-11-22 01:27:01

Brooke337757

Horrible!

Do not sign up they are literally HORRIBLE. They used to be so good but I finally got fed up. Deactivated my account in writing and got it confirmed with customer service on Nov 11. They are trying to process a new prescription as of today. I’ve sent like 5 messages everyday that my account is deactivated and they will just keep trying to charge you. Switch to apostrophe

## App Name: nurx-birth-control-delivered

2023-07-29 03:26:28

jasminehansel11

Would have loved to use but app didn’t work

I’ve heard good things about this service and would have loved to use it but I couldn’t even put in my request for BC due to the app kicking me out at the same page, over and over again. Would love to give a better review but due to app problems, I couldn’t even try it, therefor, 1 star.

## App Name: nurx-birth-control-delivered

2022-06-26 05:07:19

TxGrl91

Not worth time/money

I paid $15 for the “consultation” for birth control and a week later it is still “under review”. I have now tried messaging them twice to ask how much longer I can expect that to take before it’s even processed and shipped and get an auto generated message saying they’ll be with me shortly. Don’t waste your time or money on this.

## App Name: nurx-birth-control-delivered

2021-04-05 05:20:49

SuperSaigee

Worst Experience Ever

This app has been the worst app or service I’ve ever tried. Minimal support, random fees charged, and broken interface. Hadn’t used this service in 6 months (because this birth control didn’t work for me, would rather see my doc) and got charged randomly 6 months later for two separate RXs. Crazy service and wouldn’t recommend to a friend.

## App Name: nurx-birth-control-delivered

2024-01-30 17:58:35

Aisha Fishes

Don’t use this

If I could give this app 0 stars I would. I submitted a request and they told me insurance wouldn’t cover it and to open a new case so they can charge me again under a different request for the same medication even though it’s all related. won’t delete my credit card from their app. Save yourself the trouble.

## App Name: nurx-birth-control-delivered

2022-07-08 19:00:25

bestheroaround

No response to Refund.

It really is a lot of wasted time and money just to have a doctor send me a long automated/copy and pasted text that basically says No and not give me an ETA on when my refund will be sent back to me as well as no response when I asked for said ETA.   
  
So really, please fix how you operate with that. Once my money is back to me I’m deleting the app once and for all.

## App Name: nurx-birth-control-delivered

2022-06-10 20:53:08

JiUaj783

Hidden charges

In addition to the 3 months of medication they make you purchase at once (they say it’s $30/month but you can’t pay on a monthly basis) they charge $40 for a “consultation” that they don’t tell you about until the end. Would have tried if there was honestly and clarity about what you’re actually paying for.

## App Name: nurx-birth-control-delivered

2021-10-27 01:07:32

Gabesgirl1031

Didn’t send my prescription on schedule

I scheduled my next prescription to be shipped yesterday. I assumed it would ship automatically, but instead I got no response, no explanation for why I was hearing nothing, no money being taken out of my account, absolute radio silence. Now I am stuck without birth control because of this poorly run company. I won’t be back ever.

## App Name: nurx-birth-control-delivered

2020-11-02 20:50:24

Nicole Caren

Unfortunately it was a bad experience

It took the provider many days to get back to me. The provider was very rude. It wasn’t until I had already spent the 15 dollars for them to tell me they don’t take my insurance and try to charge me 60 dollars for birth control.   
Very upset with my experience.  
Birth control should not be this hard to obtain and apps shouldn’t tell you how easy and cost Davy they are if they don’t mean it.

## App Name: nurx-birth-control-delivered

2023-08-09 19:11:40

mayorbex

extremely unreliable company, horrible customer service

i’m beyond disappointed with the nurx customer service, the last time i reached out was when i had trouble transferring my data from tpc and it took 10 days to get an automated response. not helpful whatsoever. and just recently i’ve been needing a refill desperately and i’ve reached out so many times with no response. it’s been stuck on the processing status for over a week. i take my birth control seriously and i absolutely would not recommend this unreliable provider (that doesn’t seem to provide much) to anyone.

## App Name: nurx-birth-control-delivered

2023-04-12 15:54:09

TJohnson730

Absolutely, NO!

I tried to give them a chance and they gave me the run around for 2 weeks. I was charged a copay of $40 for acne treatment… they took weeks to tell me I couldn’t get both medications they recommended without authorization. They continued to reassure me that they will work on this matter to keep asking same questions “do you want us to get the auth” OBVIOUSLY.   
  
DO NOT WASTE YOUR TIME!

## App Name: nurx-birth-control-delivered

2020-11-10 22:22:45

Mrssmst

For Shame

Good idea in theory. Unfortunately, customer service is horrendous (deliberately unhelpful and so, so rude), they frequently extort you for more money, and are constantly making you jump through additional hoops just to continue to get the prescription you already paid for. However, if I had access to insurance, I wouldn’t be getting my essential medications through a shady app, so what can you do. 🤷‍♀️

## App Name: nurx-birth-control-delivered

2024-01-26 16:10:42

Rachellllll m

Waste of money

You pay 30 dollars to communicate with a medical professional but they send you one message a day. It’s been four days and I still don’t have my meds ordered. If I’m paying to communicate via telehealth it should be a zoom call or a phone call where it all gets sorted at once not just one message a day.

## App Name: nurx-birth-control-delivered

2022-12-14 23:03:51

Quintayeeeeee

Needed refill but nobody helped out

It’s been two weeks since I requested a pickup at my local pharmacy. Nobody helped me out, I don’t know what to do. I’m out of pills for two weeks now because they don’t answer messages. I mean they did response but they didn’t help out on anything!!! It wasn’t like this when I started using NURX and I’m very disappointed!!!

## App Name: nurx-birth-control-delivered

2020-06-28 17:53:49

deidre11

Excuse me

I was trying to upload my information and I put my credit card in and now after looking at everything and reading all the bad reviews I want to delete the app however I can’t delete my credit card off of this. Which makes me super uncomfortable so now I’m having to cancel my credit card so I don’t get charged for something that I’m not using.

## App Name: nurx-birth-control-delivered

2024-03-30 19:08:22

Lkblubs

Takes a really long time to get started

This website takes a very long time to get started. A lot of the times you text and don’t get answers. It’s about a one and a half to two week process just for them to tell you what they’re going to prescribe you.   
Their response time is not good.

## App Name: nurx-birth-control-delivered

2022-06-11 00:44:39

katko430

Wouldn’t recommend

I signed up and requested a prescription over a week ago, they charged me 40 dollars and I haven’t heard anything or been able to get in touch with someone. I did it at first because I thought it would be easier than usually a traditional Dr but it’s way more of a hassle and idek if it’s legit or how to get my money back.

## App Name: nurx-birth-control-delivered

2020-10-16 15:42:37

TheCatsMeow95

Not a fan

Might be a good option if you do not have insurance or are not comfortable going to a doctor in person. However, there is a 15$ charge for “consultation” and the customer service isn’t great. The expect you to jump though hoops and charge you from the beginning not after speaking with you as advertised.

## App Name: nurx-birth-control-delivered

2020-07-10 16:45:21

Elaineclover

They didn’t send the same BC that I asked for

I totally don’t understand why you guys did this just with a message even I said no I want the one that I asked for. Nobody responded my message anymore!! Then just sent a shipping information to me?! So why do I need to pay 15$ consulation fee??? Nobody was even listening???

## App Name: nurx-birth-control-delivered

2023-07-26 01:52:30

Codyw\_92

Awful

Had a prescription with them for around 6 months. Was having it refilled and sent just fine. Then they stopped sending. I messaged them asking what happened and it took them 3 days to message back telling me they no longer took my insurance and cancelled my order. Nothing changed on my insurance.

## App Name: nurx-birth-control-delivered

2022-12-03 21:35:08

Faust475644

I am now on day 5 of waiting for a response

Their customer service has grown to be utterly atrocious. I used to love this app, but I have been without my prescription now for 2 days, and without a response from Nurx for 5. They never notified me there was a problem with my refill, they just simply didn’t do it and I had to ask why.

## App Name: nurx-birth-control-delivered

2021-05-04 01:09:04

Ebanga6

THIS ORG IS NOT BBB ACCREDITED

I wish I could give this app 0 stars. I still had an out of pocket fee even with my insurance for my BC however I haven’t received it in the mail. Apparently NURX has a LOOOONG history of not sending the correct prescription to the correct address. Not only that but if I want to have them try to resend it I have to come out of pocket AGAIN. Not worth it lol, like at all. DO NOT USE.

## App Name: nurx-birth-control-delivered

2021-01-20 21:49:13

Mejdjxswbwjsk

Waste of time and $15.

I tried ordering birth control pills and verified my insurance information twice and they didn’t bill them correctly and told me that my coverage had been terminated. I called my insurance provider and that was not the case. Just use Hey Doctor instead. Would have saved me 2 days of nonsense and paying the visit fee for nothing.

## App Name: nurx-birth-control-delivered

2023-11-27 01:45:18

Kristen1013

Go elsewhere if you came from The Pill Club

Despite being told your RX would be honored, they’ll tell you it isn’t and you have to go through a whole new review process. They’ll refuse to prescribe you the medication you’re already taking and try to force something else. Don’t waste your time, go somewhere else.

## App Name: nurx-birth-control-delivered

2021-02-19 18:13:54

Waka Waka Walker

Slow communication- takes days to respond

They take way to long to respond when you have a question or RX that you want sent to a pharmacy. Been waiting 11 days since my Lab test and still no RX sent to the pharmacy even though everything is approved by insurance. Just a total lack of communication from them. Would not recommend. Go somewhere else.

## App Name: nurx-birth-control-delivered

2024-02-08 17:01:48

Tiffany Campbell

Untimely Service

I’ve been waiting for a healthcare provider to get back with me for 6 days. My prescription should have been refilled and sent by now but I’m left waiting. This was the best and most convenient app when I originally got it a year ago and now it’s a headache.

## App Name: nurx-birth-control-delivered

2023-07-07 06:18:54

Abigal142000

10/10 DO NOT RECOMMEND

I’ve been trying to transfer my account from The Pill Club to Nurx. I’ve been trying for a month. Nothing. No communication.   
I then went to try to get established as a new patient with Nurx and they want $25 up front for a consultation. Even after that is just more money grabbing.   
I will not be transferring my BC and am sad to see TPC go

## App Name: nurx-birth-control-delivered

2023-06-30 01:19:17

Chantelczc

Paying more than once

Somehow I had duplicate accounts that could not be merged and I had to pay a providers fee twice. My insurance pays for birth control, this shouldn’t be so hard to fix. I will upgrade my review if I actually see a refund for my first $25 payment.

## App Name: nurx-birth-control-delivered

2022-07-12 12:37:39

team fin

Terrible terrible customer service

When you’re looking for someone to back you up on your feminine healthcare needs, this company is not it. I have sent 14 messages in 3 days with no response. But I got an Instagram reply within 12 hours, at 3am EST. ;) Human priority is an ultimate low, don’t let their marketing fool you. They are a profit > people kind of company.

## App Name: nurx-birth-control-delivered

2024-03-19 00:18:18

Megmegmeg2

No way to change the refill date

Help section shows that I could change my next refill date on the app but there’s no such section. I need to contact the customer service every time to stop or change my next refill date. Such a nuisance service.

## App Name: nurx-birth-control-delivered

2023-11-10 14:27:43

Heather nova

Gone downhill

They were great before being purchased by Thirty Madison, now you have to wait long periods before getting a response and they are questionable about medication prices — you hear something different from everyone you speak to, which is different than their advertising.

## App Name: nurx-birth-control-delivered

2023-03-02 20:58:32

sphealie

Birth control service is fine. Mental health is a sham

Missed a message asking to fill out a mental health survey to receive my medication (for severe depression and executive dysfunction, mind you) and my entire subscription was cancelled a couple of days after being charged the monthly $55. NURX refused to refund. Hello? I’m not the one who initiated or consented to the cancellation! Give me my money back.

## App Name: nurx-birth-control-delivered

2022-11-28 20:48:51

Deetster🔥

Scam

My prescription refill was scheduled a month earlier than it should be and I got an email saying “If you need to postpone your refill, you can schedule a later fill date under your subscription”. I tried in both the web and the app, THERE IS NO OPTION TO CHANGE OR CANCEL THE SUBSCRIPTION. How is this even allowed? I ultimately called and cancelled. Terribly shady.

## App Name: nurx-birth-control-delivered

2022-07-13 19:16:32

disappointedbbfan

Can’t manage or cancel subscriptions through the app

I’d give this app a much higher rating if I were able to manage or cancel my subscription through the app. Unfortunately I can’t find a way how to do this so it’s automatically going to keep billing each month. Companies that do this are evil.

## App Name: nurx-birth-control-delivered

2022-10-07 12:43:32

hchfhvbu

Support needs to change

I have tried contacting them multiple times to change my order and cancel my subscription (bc they won’t let me change it all on my own) and I have heard nothing! Really disappointing.

## App Name: nurx-birth-control-delivered

2024-02-25 09:15:15

Makaries

SCAMMERS!!!

Nurx is a scam, you buy some pills and instead of them send you order that you have already Paid, they tell you that the price has changed and they demand that you pay more money and if you refuse they cancel the order and tell you that They cannot refund you what you have paid before. THIEVES!!!!!

## App Name: nurx-birth-control-delivered

2023-02-05 21:41:04

youmissedthemark

Long wait times. You’re better off getting an appointment at an office.

It has been well over a week now, and my “order” has yet to be reviewed by someone in their care team. I was charged $40.   
  
Some thoughts for improvement:  
1. Curtail your advertising until you are able to provide your services as advertised.   
2. Do not charge the $40 fee until after the “order” has been reviewed.   
  
Folks thinking about going this route for any services should do their research… I would not recommend if you need prescriptions on a timeline.

## App Name: nurx-birth-control-delivered

2020-06-01 18:50:04

Asdfgh12!$

Do not use!

This app will not only steal your info but even if you try to cancel (witch you can not do without calling them) they will continue to charge your card (the app will not let you delete you payment info either). I even tried putting a fake name and they still wrote a person for Bob and charged me for it!   
  
This is just junk!

## App Name: nurx-birth-control-delivered

2022-12-14 13:16:39

ej92929292

What happened to Nurx?

Nurx used to be awesome! But this past year they I’ve noticed they take over a week to reply to messges about prescription refills and it takes forever for them to execute getting the refills sent. Doesn’t make sense to keep using this service.

## App Name: nurx-birth-control-delivered

2021-04-26 23:53:16

KateKuceyeski

Lack of Transparency

This company has no problem charging you when you ask that they first check to see if your insurance is accepted. Instead of checking, they charged me and didn’t fulfill my order.   
Not a fan of using these tactics, especially when offering a service meant to help women.

## App Name: nurx-birth-control-delivered

2020-09-08 18:39:31

ifyoucouldnot

Doctors are awful

I’ve been using Nurx for years now and suddenly the quality of care and doctors have become abysmal. I just spent 4 days of being hounded by 3 different physicians about an error I made on their survey and to show for it they refused to write me a prescription for my birth control. So I will be leaving. Their customer care was very nice about the situation but their doctors are terrible.

## App Name: nurx-birth-control-delivered

2023-07-05 13:10:31

maddiegracei

HORRIBLE

I wish i could give them 0 stars. I had to get switched over to Nurx from the Pill Club and they haven’t helped me at all! I’ve messaged and emailed and called and I haven’t gotten any help whatsoever and now my birth control isn’t going to be here on time. I never had any issues with the Pill Club. Nurx is a horrible company.

## App Name: nurx-birth-control-delivered

2021-11-08 18:28:17

Tgetz210

Fatphobic incompetent idiots

If you don’t feel like being harassed about your weight or having your credit card charged despite having valid insurance that covers birth control provided, then I’d try another service. Their customer service people never help at all either, no one ever knows what’s going on.

## App Name: nurx-birth-control-delivered

2020-11-28 03:16:49

ifybcx

GOT FINNESSED

DONT! I REPEAT DON’T EVEN BOTHER!!! They took my 15$ for a consultation that didn’t even get me what I wanted. They said the emergency pill would be 20$ for me at my pharmacy. I go and they tell me that I have to get it from the isle of the store and pay full price. I asked for a refund because i found it so unfair. They took my money. They don’t care. LIKE REALLY A CONSULTATION??? where I just put my name and height. They are money hungry!!!

## App Name: nurx-birth-control-delivered

2020-08-14 21:27:16

jjjjllllyyyynnnnn

Was fine

Randomly decide to change your medicine with no notice. Used to be fine, but within the last year or so it’s been garbage. Long wait times, poor customer service. They’re now starting to send Info and stickers pushing their agenda in the packets and through the app. No thanks, I can get stuff better at my doctor with no lecture.

## App Name: nurx-birth-control-delivered

2021-08-04 02:18:19

Eddisosa

Will never use again

I do not recommend! These people only want to still your money and they don't even bother to communicate. They send automated messages. Save yourself the trouble and go to an actual doctor, who actually cares.

## App Name: nurx-birth-control-delivered

2020-12-29 18:25:01

Slv1111

Unreliable.

I had my birth control prescription delivered and I realized when I was running out that I never received my medication (they send them in packs of 3 months). They said since I didn’t notify them in 10 days there’s nothing they could do about it! Literally robbed me of $45. Unreliable - better off just getting it from your doctor!

## App Name: nurx-birth-control-delivered

2020-09-09 18:22:59

🙏🏼✔️✔️✔️✔️

AVOID NURX! TERRIBLE SERVICE!

They don’t respond to their messages and over-charge you. They don’t give you the option to remove your credit card and call waits are long if you want to get a hold of someone. If you message them they are responsive at the beginning but once they’ve charged you, they don’t care about you and stop messaging you. WORST EXPERIENCE. AVOID!!!!

## App Name: nurx-birth-control-delivered

2023-09-29 02:28:37

🙃victoria

Scammy - difficult to cancel

There is no way to cancel subscription within the app easily. When chatting, it required you to go to a help article on their website, manually copy and paste text into the chat, and wait. There needs to be a button to cancel.

## App Name: nurx-birth-control-delivered

2023-06-18 15:44:28

MFHlibichuk

What is the point if its not avail in your State?

Was hoping to get this because i cant afford medication and its such a hassle to make a doc appointment with a provider that will take medicaid but this app doesnt even work in my state. Maybe be up front about that first so i dont waste my time getting my hopes up.

## App Name: nurx-birth-control-delivered

2022-06-06 00:36:43

peachysoda

Not convenient

This app used to be convenient but now it’s takes a very long time to get your bc. Two weeks of back and forth chatting and out of pills because of how long it takes for them to get back to me.

## App Name: nurx-birth-control-delivered

2021-04-21 17:41:48

Unvalid Nickname

STD testing, no results

I took an at home sti testing since which costed 200 dollars and it’s been almost a month and I still haven’t gotten my results when they told me I would only have to wait 10 days. Did not get my money’s worth and will be testing with another. They have wasted my time and money.

## App Name: nurx-birth-control-delivered

2021-01-10 21:13:01

vnnc053188

Please find someone else

It’s been literal weeks. still no birth control. I haven’t been on my birth control for a fat minute and it’s seriously effecting my mood and now my body is going to have to get used to it all over again. I get it was the holidays but y’all should think about sending our stuff earlier so it doesn’t happen.

## App Name: nurx-birth-control-delivered

2020-12-29 18:49:58

jen1264748893939

SCAM

Called ahead and specifically asked for a specific birth control. They told me they definitely had that birth control then made me pay a 15 dollar consultation fee and after told me they couldn’t get me that birth control and tried to switch me to other brands. Wouldn’t refund fee despite them sending me nothing and lying and wasting my time! Total scam!

## App Name: nurx-birth-control-delivered

2023-12-04 20:18:09

ElviraM05

SCAMMERS

THEY ARE A SCAM !!!!!! Don’t waste your money on them they will charge your first and take your money but you’ll never receive anything from them and they’ll never answer your messages they already took $25 just for nothing and tried charge $60 after they already took the $25 🤬😡

## App Name: nurx-birth-control-delivered

2022-08-05 08:48:39

artvandelayisgeorge

Sent wrong medication, no follow up

Sent me the wrong medication, charged me, then wouldnt respond to any of my messages asking to cancel the order. Theyre very busy now and no one responds thru theyre in app messaging system. Ive been trying to contact someone for days and i cant get any response. Feel very ignored as a patient

## App Name: nurx-birth-control-delivered

2022-01-10 05:43:59

probablypissed

Terrible Customer Service!

They have a different representative respond consistently and it leaves you completely repeating yourself and is a HUGE waste of time. You’d most likely have a better experience with another provider.

## App Name: nurx-birth-control-delivered

2023-10-21 13:33:57

ARRIDE TARIN DESEPULVEDA

UNAUTHORIZED CHARGES

Will charge your card without authorization. They didn’t even try to use my insurance card first. Plus, the products for the dark spots didn’t even work!! Terrible customer service, too. They never answer the phone. They never respond to messages. Horrid app. Horrid customer service.

## App Name: nurx-birth-control-delivered

2022-12-23 23:25:54

psbienns

Will not let me cancel

I have attempted to cancel then after receiving a message confirming my cancellation, I received a message about my birth control processing and getting ready for shipment. I no longer know what to do for it to stop shipments but it is immensely frustrating that there is no way to cancel.

## App Name: nurx-birth-control-delivered

2022-10-21 00:48:48

loveeeeexo

Very unprofessional and a scam!

I would prefer to use Favor over Nurx! I just heard about this app and it offered me a discount ($20)…. I was charged $45 dollars instead! (My card was locked) I requested for a refund and was just going to delete this app and use favor again but I’m still waiting for a response..

## App Name: nurx-birth-control-delivered

2022-07-08 14:16:18

California917

Long lag time

Placed an order on the 23rd, and followed up several times. Took 14 days to hear from a prescriber. Chose this for the ease but after the wait time I would have rather gone to a derm in and out in much quicker. I’m a busy mama of 2 littles and this was not ideal. Now I wait for the product to get shipped 🤪

## App Name: nurx-birth-control-delivered

2022-01-13 16:25:23

Reviewer839274728273628374

Way too expensive

This app claimed they were affordable, but that was not the case. They charged me up the wazoo for simple tests. When I tried to get info about what I would pay before the services were rendered (so I was prepared) they kept assuring me it would be affordable, but that was not the case. Steer clear.

## App Name: nurx-birth-control-delivered

2020-11-28 13:18:25

Alyssakristin88

I wanted to love it.

Every time it comes time to refill my prescription there is always an issue and customer service takes days and it lacking to say the least. I’m disappointed because I wanted to like the service offered, but after almost a year of problems I’m transferring to a local pharmacy.

## App Name: nurx-birth-control-delivered

2020-05-28 11:49:17

Peterhsjdjfidi

Terrible App

It takes a very long time for anything, it’s seems like they either don’t know what they are talking about or they just don’t care to talk to you. On top of that there just seem to be unclear what you’re getting charged for. A co-pay every time and random bills from testing places, which weren’t upfront in the charges.

## App Name: nurx-birth-control-delivered

2024-04-15 22:19:31

SvlYrkl

Awful Communication

I never get any replies to any of my questions or concerns. It’s always an automated response from the app. My pills were delayed for several times, I had to be off birth control because of the delays every time. I hope I get in on time next time. Fingers crossed.

## App Name: nurx-birth-control-delivered

2024-03-28 14:40:56

\_oz\_\_

Cancelled subscription twice and was still charged

I have canceled my subscription twice and was still charged for a refill despite having already being sent a refill not even two days ago.

## App Name: nurx-birth-control-delivered

2023-07-22 11:30:19

KaraKrypton

Not for Emergency Contraceptives

You will just lose money and run out of time. Takes days for anyone to get back to you because of the upsurge in telehealth use and has no way to prioritize quick needs. Lost 25$ and had to rush to the 100$ doctor appointment I wanted to avoid.

## App Name: nurx-birth-control-delivered

2022-07-18 20:36:18

Tiff5288

Choose a different provider

Ever since wonder why Nurx has the worst rating? It’s because they are the worst health care provider app available. They are a scam, they just want your consult money and that’s all they care about. After you pay for your consult, they could care less.

## App Name: nurx-birth-control-delivered

2022-07-15 14:58:53

bgail234

Too much demand they won’t get back to you

In 2 weeks of waiting I finally heard from someone. Got everything sorted out and prescribed my prescription. After my visit closed they cancelled all of my prescriptions and will not respond to my messages. I am very disappointed.

## App Name: nurx-birth-control-delivered

2022-05-05 19:05:27

Chibryan

They deceive you

Probably not intentionally but they deceive you in their website. Ordered a test that says they test for all 4 STIs. But apparently it only tests for 4 STIs that are non oral. It’s not clear on their website,what’s the point of getting a test if it’s not testing everything, lame. Won’t be using again as I wasted $100

## App Name: nurx-birth-control-delivered

2021-09-20 15:47:46

Imkiyomi3

Poor Service

They charged me 3 times without notice me and shipped the items didn’t discuss the prices with me when I contact the customer service they don’t even how to cancel my order. The prescription for me it is doesn’t work at all! Don’t use this ! Worst app I ever downloaded!

## App Name: nurx-birth-control-delivered

2020-10-29 19:08:22

vanessayen

Don’t use this!

I asked for a specific brand, but the brands I kept receiving were different. I haven’t tried these brands before and I showed signs of bad side effects. Now that I want to cancel, the Nurx team ignored my messages and went ahead with another order, charging my card without anyone bothering to help me cancel my subscription.

## App Name: nurx-birth-control-delivered

2022-09-04 03:58:57

Leslie C (:

horrible.

wouldn’t recommend at all, especially if it’s first time getting on BC. Their customer service takes over a week to respond. took a month for them to review me & send out bc. just not reliable or helpful, would give 0 stars if possible.

## App Name: nurx-birth-control-delivered

2023-05-27 03:39:28

Nolagirl87

Fraud!

This company is a fraud! They were supposed to remove my credit card from file but they never did. Now they are charging a $3 fee even though I don’t even use their service and never authorized this charge. This company is a fraud and I am filing fraud charges against them!

## App Name: nurx-birth-control-delivered

2020-06-15 23:23:37

Fitbunny94

SCAM

I signed up for this thinking it’d be inconvenient yet they charged my credit card over a week ago and I have yet to hear back from a doctor or anyone about my prescription. They refuse to refund, probably based on their ridiculous “growth” strategy. Read the NYT article before you consider purchasing from this company!!

## App Name: nurx-birth-control-delivered

2023-10-31 06:14:00

Melissa Gail

Go somewhere else

If you have an issue with the medication they will take up to 3 days to respond. The shipping speed is also false. They advertise USPS Priority when really they ship USPS ground advantage which can be up to 5 days slower than priority. Please just look into a different place.

## App Name: nurx-birth-control-delivered

2023-01-26 04:02:20

Ldubs02

Terrible customer service

To even get a prescription takes weeks because every time you need to communicate with a staff member or healthcare provider they take 5+ days to respond. Faster and cheaper to go through someone in person.

## App Name: nurx-birth-control-delivered

2022-08-16 00:11:17

madison35000

scam

i wanted to love this service, but they proceeded to make me pay for a consult and cancel my prescription without reason after putting in my payment information. when reaching out to customer service, their response was that “i chose not to use the service.” this is not the case as they cancelled my order after i had already paid. i asked for a refund for the consult and i did not receive one even though they did not hold up their side of the agreement. terrible customer service.

## App Name: nurx-birth-control-delivered

2022-07-06 15:45:48

Can't GetAround

Not dependable

I’ve used Nurx for some time now but in terms of refilling, they are super spotty.   
  
It took me almost a week to work with a representative to receive a refill. Now I’m having horrible breakthrough bleeding and nothing to fall back on.   
  
Highly considering going back to the traditional route of an OBGYN office for birth control refills, etc.   
  
Just tried calling Nurx via the customer service line (located within the app) and it canceled out before it could even be connected. Lovely.

## App Name: nurx-birth-control-delivered

2021-01-21 21:15:58

sqveesh

The absolute worst

Was receiving pills from NURX until I saw a doctor and got switched to a new medication. I want to cancel my NURX subscription, but surprise! That’s not an option. I contacted customer support... radio silence. I contacted them again... nothing. They just keep billing my insurance and sending me pills. This has to be some form of insurance fraud. Stay far far away.

## App Name: nurx-birth-control-delivered

2020-10-09 16:01:53

NALGONAE

Waste of money

Worst app I’ve ever used .... takes forever to load and you get charged for a consult where they basically suggest the worst possible BC option.. they didn’t give me anything from my options I had requested ,then suggested depo shot ..which is definitely something I didn’t want and I had stated that.

## App Name: nurx-birth-control-delivered

2023-06-28 14:02:44

Decent Johnson

No customer service

I was on hold for a hour with no answer .. I left a message with through the app and they never got back to me … another terrible customer service experience with these type of company’s.. they write there own demise

## App Name: nurx-birth-control-delivered

2023-06-04 19:27:03

Naomi Ru

Don't get this if you want medication on time

They will literally not respond for days and charge you fees. And when they do respond it's not even to the question above because they keep changing support people. Horrible customer service

## App Name: nurx-birth-control-delivered

2023-02-23 23:56:51

gendmdid

Do not waste your time

Seriously a scam. They don’t answer you in emails or on the app. I’ve been talking to myself basically. Also don’t answer emails or messages when you want to delete your account.   
Honestly a waste of 40 dollars.   
Don’t bother downloading.

## App Name: nurx-birth-control-delivered

2022-11-29 16:49:59

Squidward,SpongeBob,Patric

Booo

They only cause more issues after they already messed up something simple to begin with. Over and over with my orders it’s not hard to send birth control to the same address 0/10 don’t recommend. If I could give 0 stars I would

## App Name: nurx-birth-control-delivered

2021-08-25 19:36:21

funbutlacksdiversity

THE WORST

I am LIVID! Their response time is AWFUL!!! They charged me for my annual “consultation” fee of $15!!!! And do not process my prescription for THREE WEEKS! When I followed up, they tell me they cannot work with my new insurance and won’t give me a refund because they already “issued a prescription”. Why wasn’t this communicated before??? What a SCAM!

## App Name: nurx-birth-control-delivered

2021-04-20 00:08:48

person1q2w3e4r

Waste of time and money for acne treatment

Don’t bother with the acne treatment. They will charge you $35 to not review what you’re currently taking, prescribe you the exact same thing that you’re not happy with, and then they will refuse to refund you the $35.  
  
Update - they finally followed up after over a week.

## App Name: nurx-birth-control-delivered

2021-02-03 02:24:07

a\_lindsay\_s01

Join the pill club instead

This company will take your money with out you confirming the order. The people you talk to are different every time. The pill club gives you person to person interaction not just random people like on here. Switch and get way better treatment with the pill club

## App Name: nurx-birth-control-delivered

2023-04-21 19:00:29

hdjrbfjdhrbwj

Poor user experience

This app has a lot of problems. It’s not intuitive and constantly crashing. The people in the messages often don’t read your messages. But I actually don’t know how else to get birth control

## App Name: nurx-birth-control-delivered

2023-03-09 16:03:12

nickname... is taken...

Gone from Good to Terrible

Been using Nurx for a few years, started out good. However recently response times have been abhorrent and starting this month they’re charging a hidden fee. I’m over it. Subscription cancelled, time to try something new.

## App Name: nurx-birth-control-delivered

2023-02-12 01:48:38

Qtpi125679d

Bad customer service and incorrect dosage

Customer Service is very slow and takes days to reply back. They also told me a 90 days supply of my medication would be sent to my pharmacy and only 30 days was supplied. Customer service was unreachable.

## App Name: nurx-birth-control-delivered

2023-01-24 14:17:43

Greysonchanceaddict

Scam

Charged me November 9th for a consulting fee. It’s now January 24th and no one has been in contact with me and my prescription is still being reviewed. I needed this months ago and I’ve already went elsewhere but it’s frustrating that I had to pay that fee for nothing.

## App Name: nurx-birth-control-delivered

2022-04-29 15:58:59

emily5629

Bad Customer Service

My order was going fine until it randomly was canceled with no reason. I’ve tried multiple times to get an answer/resolve the issue and I’ve had zero responses. Going to a derm in person would be faster…

## App Name: nurx-birth-control-delivered

2022-02-23 21:24:57

Lo Lav

False Information

I signed up to get birth control and at the end they asked for $15 for my copay. Once they said that my insurance wouldn’t except it I asked them to cancel and refund the copayment that I had paid. I was then told that it wasn’t a copay but that it was a consultation fee.

## App Name: nurx-birth-control-delivered

2021-02-21 23:08:28

Billmoss

SCAM. Charged me $15 to drive to the pharmacy and pay full price for Plan B

I have used the pill club in the past and I thought Nurx worked the same. When I requested a morning after pill, they charged me $15 and sent a “prescription” to my local Walgreens. I proceeded to drive there and pay FULL PRICE for a plan b. What was the $15 for? I thought it was to APPLY MY INSURANCE SO I COULD GET IT FREE/CHEAPER.

## App Name: nurx-birth-control-delivered

2021-02-16 19:14:30

charmaine.n

Horrible service

The mail is backed up and this company   
Can’t even correct an error they made.   
My pills have been in transit for over a month and they only sent me one new pack to a physical pharmacy. Now I have had nothing to take and they don’t even respond to messages, poor customer service

## App Name: nurx-birth-control-delivered

2021-01-15 21:55:48

rea9192

No meds, no response

Still haven’t received my prescription, and I’ve had NO response from the company despite four messages. No one responds—not even an automated agent. I wish I had paid more attention to the negative reviews on the app.   
  
Beyond frustrating and I’ll be taking my business elsewhere—permanently.

## App Name: nurx-birth-control-delivered

2022-07-27 16:31:52

Steph's itunes Library

Terrible Service

They cancelled my prescription for no reason and left me completely screwed and without important medication. Now I have to scramble and find alternatives. Customer service is atrocious. They take literally days to respond to anything, and their responses are entirely unhelpful. DO NOT USE THIS SERVICE.

## App Name: nurx-birth-control-delivered

2022-04-04 16:22:39

dbsjakwiwhe

Honestly just pick up your prescriptions

They keep giving me different brands of birth control so I break out and get super depressed every mf month! This has been going on for three months now even though i have requested one specific brand. not worth it

## App Name: nurx-birth-control-delivered

2020-05-09 19:12:58

Hugdrg

Liars!

So, let’s get one thing straight. Their advertising is completely a lie. They state for their average cost of birth control pills to be $15 and yet when you pay out of pocket, the cheapest one they can offer is $20/month. Either they don’t know how to calculate averages, basic math, or they are liars. I think the second option applies.

## App Name: nurx-birth-control-delivered

2023-03-31 18:51:41

Nikki23111

you won’t get the medication you want

the only responses you’ll ever get are automated. it’s rare you’ll ever speak to a real person. they will charge you randomly even if you don’t get any prescriptions or consultations. i only got automated responses and had no real consultation i also didn’t get the medication i wanted and was still charged $40. it’s impossible to get what you’re looking for using this app. additionally, you’ll only get a response once in a blue moon (and again, it’s automated).

## App Name: nurx-birth-control-delivered

2022-08-17 16:48:34

\_lululemonade

Customer service just slow

Before I can get to customer service within 6 hours. Now? It just take them 2-3 days to response a simple question.

## App Name: nurx-birth-control-delivered

2021-09-17 15:55:40

Sammysilverstar

Scam

If you ever use the at-home testing kits, beware you might get a bill from the lab for over $200 after paying $94 already to Nurx. They are not clear enough about that fact. Deceptive practices despite being a company that claims to care about accessible healthcare.

## App Name: nurx-birth-control-delivered

2022-12-30 16:57:31

NickBock2

Never Received Prescription

I wanted to use this for PrEP, but after about a month of trying to get the medication… the first prescription expired before I even got it.  
  
Very slow reply times made it difficult. Would not recommend.

## App Name: nurx-birth-control-delivered

2022-10-26 01:42:17

searchformytribez

Awful.

This company has the audacity to so offer nuvaring and then ship it not on ice… I’m an aware user who knows when this isn’t refrigerated it activates it. So now I have a product which is not a full cycle. This puts people at risk for unwanted pregnancies. Awful business practice. What a joke!

## App Name: nurx-birth-control-delivered

2023-06-27 15:11:42

MMega101

Horrible Customer Service

No updates from customer service after a week. The phone lines are always busy, with no one picking up after an hour. Got charged a fee with no explanation.

## App Name: nurx-birth-control-delivered

2021-06-02 03:09:30

Zaff Branagan

Thieves! Will lie about not charging you

Charges you before anything even gets confirmed. Thieves plain and simple. Just for downloading and stealing my cc info, and medical info. Started getting ads immediately within 10 mins of signing up. Do not download it’s a scam!!!

## App Name: nurx-birth-control-delivered

2024-04-27 15:39:33

Candice A

Tracker not working

Out of nowhere ut stopped letting me track my birth control. I’ve changed nothing. I logged out and back in, nothing. Deleted the app and re downloaded, nothing.   
  
Something broke.

## App Name: nurx-birth-control-delivered

2023-07-01 10:56:53

karissa27

0/10

Customer service is trash. I woke up to a $45 charge to my credit card. I’m guessing because The Pill Club switched me over to them but I have already started using a different birth control service. Ridiculous

## App Name: nurx-birth-control-delivered

2023-02-17 04:52:31

Libby Lu! ;P

2023

The business seems to have disappeared. No one can get through to a real person anymore and I was lucky to get a new prescription from my primary doctor when they left me hanging last minute

## App Name: nurx-birth-control-delivered

2023-01-18 16:18:34

Tasburr

App is either a scam or garbage

Customer service is non existent. Nobody answers the phone. In-app messages get useless responses from different people every time so there is Zero accountability. I am reporting Nurx to the better business bureau. If this somehow isn’t a scam,  
It’s so inept it might as well be.

## App Name: nurx-birth-control-delivered

2020-12-15 19:39:18

Skilyn Hebert

waste of time

Over the past 2 days Ive contacted customer support probably a total of 10 times, no one ever got back to me and every time I try to fix the problem, it sends me to customer support. Who wont text me back. Absolutely awful

## App Name: nurx-birth-control-delivered

2020-07-15 21:21:20

SarahMac8

Don’t do it!

They pretty much rob you of 15$ before they ever do anything. Then they prescribe a medicine and don’t answer questions about it in a timely manner and then my insurance won’t even accept them because they aren’t a doctor’s office! They want you to pay out of pocket. I paid 15$ immediately for NOTHING.

## App Name: nurx-birth-control-delivered

2023-07-07 02:06:57

just shakin my head

Charged My card and ghosted me

They don’t care about health care. They only want your money. They take your money and run. And these mugs call themselves professionals. Last person I was talking to was Louie and he said there would be a refund. I’m reporting these jokers

## App Name: nurx-birth-control-delivered

2021-08-18 03:19:22

mathism

No

I never received my package and was offered little to no compensation to resolve my issue, so I have over $50 taken out-of-pocket for a service that did not provide the merchandise for which I paid. I have received nothing more than a headache using Nurx.

## App Name: nurx-birth-control-delivered

2024-03-27 04:58:07

OgSay

Such a let down.

Been using them for 5 years. They were good. Now it takes forever to get a response and they are trying to shove non estrogen birth control down every one’s throats. I’m going to have to find a new company

## App Name: nurx-birth-control-delivered

2023-06-06 01:15:51

AB NC82

Lazy Customer Service

My order was “under review by our care team” for 9 days before I finally sent a message inquiring on the status, and was told someone would get back with me shortly before it was finally actioned.

## App Name: nurx-birth-control-delivered

2024-01-15 03:57:18

Kah Ramos

Horrible support

I've been trying to talk to support for two weeks, they don't answer me, I send a lot of messages on the app, I send emails, I try to call but the call always hangs up, you guys were better!

## App Name: nurx-birth-control-delivered

2023-03-11 02:42:15

hahahahahahhahaah23

Truly awful

It’s impossible to get prescriptions timely because they take like 2 weeks to respond to one message. Absolutely useless. They will continue charging you if you delete the app

## App Name: nurx-birth-control-delivered

2020-12-24 19:50:15

Ndodoskendkskenenenne

Warning: do not use this service if expecting insurance to be used

I added my insurance that completely covers my birth control, and they decided to charge me $60 instead of charging my insurance. No warning that they decided not to use my insurance and no way to reverse it. Now I’m out $60 on Christmas. Thanks Nurx!

## App Name: nurx-birth-control-delivered

2023-08-10 16:22:58

Sabertoothlex

Don’t use

Their medical team takes a long time to respond you would be better off using “hers”. The response time is a lot faster and overall cheaper.

## App Name: nurx-birth-control-delivered

2023-04-02 21:43:50

Skinnabe

Not working anymore?

Is this app no longer supported? I tried to use today after a while and when I open it it just spins and spins on the opening load screen.

## App Name: nurx-birth-control-delivered

2022-08-09 21:44:44

BpWally

Gave inaccurate results. Beware

They gave me results of being positive. I went to an actually clinic and they gave me 2 more tests of being negative. Tired to follow up and then they went silent and didn’t respond. Be wary of using their tests. They’re not accurate.

## App Name: nurx-birth-control-delivered

2022-07-07 20:19:09

Yolo swagger Bernardo Wong

Unreliable

They canceled my birth control prescription 4 months in a row for no reason. Each time i called and no one could tell me why or fix it. I had to get an emergency prescription sent to pharmacy every month. Don’t waste your $15.

## App Name: nurx-birth-control-delivered

2020-11-02 01:59:27

kateyccc

Think twice.

I wish I had read the reviews before being a paying customer. Don’t expect any real customer service and don’t expect them to stop charging you if you cancel any orders. You won’t get any refunds or ever speak to a real human.  
  
Disappointed.

## App Name: nurx-birth-control-delivered

2023-01-05 18:55:55

KangXD

They don’t follow your request!!!

I asked to charged them my updated insurance card and changed the pill but they don’t reply back to me and just charged on my old payment credit card and shipped!!! 👎👎👎👎👎

## App Name: nurx-birth-control-delivered

2023-01-04 15:46:24

justgivemebackmymusic

Awful customer service

My birth control got cancelled twice and it’s 3 days in and no messages back. I am greatly disappointed. I also have no message back about my refund for my birth control.

## App Name: nurx-birth-control-delivered

2020-05-09 18:08:37

loser 4321

Its okay

The app is alright but it makes me log in every single time. And they say the prescription will arrive a few days before you run out but mine is almost two weeks late now.

## App Name: nurx-birth-control-delivered

2024-02-25 21:25:13

DYFields

Warning!

They will take your consultation money and give excuses for why they can’t prescribe. There is no dialog they will just stop communicating. They are NOT RESPONSIVE! The quickest response I received was 6 hours later at best. I would NOT bother. Terrible experience

## App Name: nurx-birth-control-delivered

2023-08-09 13:57:33

Boonoo1234

They won’t answer you

When you message them it will take days for a response and all you’ll get is a message saying that they are busy. No one will help you

## App Name: nurx-birth-control-delivered

2022-07-07 13:28:39

xixixixihahahah

No response at all

I have been waiting for more than a week and my request is still under the review of doctor… I highly doubt whether this company is still in operation. Refund!

## App Name: nurx-birth-control-delivered

2022-07-07 12:21:58

Chisdome

Taking to long to refill/ renew

They haven’t responded to my message in over a week !! My medication is running out. I just need a simple refill. Very frustrating how they will take your money and not communicate..

## App Name: nurx-birth-control-delivered

2022-06-10 17:22:26

Rachel0099

DO NOT USE!!

Their customer service is TERRIBLE. You might as well just go to the doctor for your prescription. They rob you!! I’ve had to call 4 times in one week because everyone gives me a different answer.

## App Name: nurx-birth-control-delivered

2023-01-24 16:13:00

fo.em

don’t use

this used to be a great service. used to be incredibly dependable. but this month they’ve completely dropped the ball. it’s garbage now. my order was left “processing” with no one updating me it’s taking me longer than usual. leaving me without my birth control.   
  
i got ahold of someone and they updated my order to be sent to my local pharmacy. but my order was left cancelled. i have no birth control now. this service is awful.   
  
i have been on the phone waiting to speak to someone for over an hour for my medication.   
  
it’s clear other people are impacted by this terrible service as well.   
  
i used to love nurx and told all my friends about it. but what’s happened this month is unacceptable.

## App Name: nurx-birth-control-delivered

2021-07-15 19:10:07

jump.the.park

Great way to treat Military Spouses

If you’re military and have TriCare, good luck. I had to give my husbands info as well as mine and they kept confusing the two. Kept telling me TriCare terminated our coverage and they did not. Didn’t get my BC and wouldn't refund me the $15.

## App Name: nurx-birth-control-delivered

2020-11-30 15:03:10

maria santi

Do not use. Waste of money.

Charged me and did not fill prescription. Better off walking into pharmacy and buying full price because that is what you will pay and then get charged for their “consultation”. A whole joke. Do not use.

## App Name: nurx-birth-control-delivered

2023-06-22 07:20:39

sobra\_dyva

No Returns

Make sure that you cancel your subscription before the next refill date because you’re forced to pay for the next order if it’s shipped to you.

## App Name: nurx-birth-control-delivered

2022-05-23 15:16:46

angry@viber

They take your money- but no prescription

If your team is busy, and there are no medical assistants ready for giving prescription, then don’t take people’s money as soon as they open an account

## App Name: nurx-birth-control-delivered

2023-09-12 16:48:00

Lexijnsn

Still need meds

Missing pill club. Prices skyrocketed after they merged, and I have been out of medication for over a month. “Still under review” and care team never responds!

## App Name: nurx-birth-control-delivered

2022-11-11 16:52:56

hdbenbagtxklgmd

Horrible and unethical

Worst customer support . Takes like 3 weeks to resolve any issues. They help you get set up then refuse to give you any care after you already paid them

## App Name: nurx-birth-control-delivered

2021-03-20 01:30:47

hack\_the\_planet

Questionable marketing practices

I heard about Nurx because they sent me an email to an email address I provided ONLY to a now defunct healthcare startup. I suspect there is a HIPPA violation in here somewhere. If they are this shady about their marketing practices, what else are they shady about? Counterfeit products? Poor privacy practices? Who knows?

## App Name: nurx-birth-control-delivered

2020-10-31 02:04:36

Gsgsjegjrgktq

Convinced it’s not real Doctors

If you have a problem, they will send the same automated message every time. I finally got fed up and asked for a real doctor not the automated bs to which they responded that they deactivated my account. Just do yourself a favor and get an appointment for a real doctor.

## App Name: nurx-birth-control-delivered

2023-05-26 06:38:51

JLR\_1

DON’T USE THIS APP

I never received my refund and they wait to charge you to tell you your insurance doesn’t go through so they can get free “consultation” money! Never did receive my birth control either this app is a scam.

## App Name: nurx-birth-control-delivered

2022-03-13 13:20:23

RedelyDesigned

Horrible App

Every time I login, it says “Session is already an authorized user.” What does that even mean? It happens on the app and the website. Customer service is trash as well. Definitely not using Nurx anymore.

## App Name: nurx-birth-control-delivered

2021-05-08 14:30:13

napcnwlslx clxnx

Horribly Unprofessional for a medical service

My insurance didn’t cover the cost of a medication (that I need) and I was willing to pay, but the doctor just stopped answering messages as soon as insurance problems started

## App Name: nurx-birth-control-delivered

2022-12-20 19:30:54

AJDiCarmine184

No response

I’ve sent several messages, been on hold for 35+ minutes, and cannot get a response back from anyone at Nurx. Definitely going with a different company here.

## App Name: nurx-birth-control-delivered

2022-05-04 04:18:09

blushycelebi

App not working

Appears not to let me login. When I back out I’m logged in. Then when I try to get a new telehealth it says I’m not allowed to view the user record because of insufficient permissions

## App Name: nurx-birth-control-delivered

2022-02-17 20:48:47

God tha God

One Star

If you want a personalized approach go elsewhere. Basically using an app instead of infomercial to order ProActive.   
Responses happen within 48 hours, so if your hoping for this app to act like it has a pulse be prepared for watching paint dry.

## App Name: nurx-birth-control-delivered

2020-12-19 15:29:57

dcladyboss

Fail. Get OneMedical

Nurx informed me that my lab results came back and I needed a prescription, and asked for my pharmacy info (which they had) ... and then went MIA for a full day. There is no phone # to call for assistance.   
  
I contacted the OneMedical team and they sent the prescription immediately.🙄  
  
Takeaway: get a real medical app.

## App Name: nurx-birth-control-delivered

2023-07-09 00:18:12

fufdichcyfdud

Exquisitely Bad

Nobody will get back to me about my birth control- it’s been the better part of a week since one of their people told me my script would be submitted to my pharmacy. Absolute joke of a healthcare service.

## App Name: nurx-birth-control-delivered

2024-04-18 17:12:46

Ronnie314

Scam

I paid for my medical service just for them to tell me to go to my doctor. I asked for a refund and was denied! I will never use this service or recommend anyone to use this service.

## App Name: nurx-birth-control-delivered

2023-06-02 18:48:54

Audrey.york

Scam

They charge you money, and then won’t actually help you. Also, it’s not even real doctors you get to talk to you, it’s nurses. Extremely disappointing and I am disputing a transaction with my bank.

## App Name: nurx-birth-control-delivered

2020-05-13 21:43:16

Raybk8

Awful

Tried this app and the service. I put all my info in and texted customer service in the app. Here was no response.   
  
It said my order was in review but nothing. I called and cancelled. Waste of time.

## App Name: nurx-birth-control-delivered

2022-08-21 17:09:48

Taryn.leigh

Domt support Nurx

Their customer service is terrible. Thwy’ll charge you up to $60 consultation fees with the chance they wont even send out your meds. They hardly respond back within 48 hours if youre lucky.

## App Name: nurx-birth-control-delivered

2020-05-14 01:04:31

Jencollins5

Terrible customer service

Not usually one to right a review but the customer service is not so great. Takes on average 8 hours for someone to respond to you

## App Name: nurx-birth-control-delivered

2023-02-08 15:15:56

Andrewyehdjeo

Slow and buggy, just like their response times

The app needs work. Also don’t make it so difficult to cancel.

## App Name: nurx-birth-control-delivered

2020-08-19 01:38:26

drew6theman1

Terrible customer service

Company has not responded for over a week. Prescription is now over and can’t get a hold of anyone. Would never recommend anyone to use this app. Has an F rating on better business beauro

## App Name: nurx-birth-control-delivered

2022-09-07 22:34:05

Connor the RK800 Android

this is literally a scam

they ignore your messages after you receive your initial order. i have been trying to cancel my orders for weeks and no amount of calling, emailing, or messaging has worked. go to planned parenthood and save yourself from this nightmare. theres no way to delete your account or stop delivery without going through their messaging system

## App Name: nurx-birth-control-delivered

2020-06-10 21:38:00

Jesse files the last re

Big no

They never sent me a product and will not return my emails or calls or Messages the automated system hung up on me twice after a 2 hour hold. I feel this is fraud and very concerned they are dabbling in health care.

## App Name: nurx-birth-control-delivered

2023-01-08 21:47:16

ashleysanchez19

Not great

I used to use Nurx a few years ago but now the service has gotten worse. I need a refill for tomorrow and no one has contacted me yet. This is ridiculous.

## App Name: nurx-birth-control-delivered

2022-05-02 02:31:07

kate\_nurx user

Nurx shipping is very slow

Nurx seems legit. However, i have been waiting for over a month for my prescription to arrive

## App Name: nurx-birth-control-delivered

2023-10-05 07:43:40

gerald church

They keep charging me

They have charged me 55$ 4 months in a row. I’ve messaged them and disputed all the transactions. Changed my Apple Card number 3 times. Somehow they keep charging me.

## App Name: nurx-birth-control-delivered

2023-08-10 12:45:41

gracvy

Keeps shipping me medications I don’t want

Prescribed several medications and won’t stop charging me for them and shipping them despite me repeatedly asking them to stop shipping them

## App Name: nurx-birth-control-delivered

2021-03-01 20:15:11

abj234432

This is not safe

I received such generic versions of BC and NURX even sent my two different ones and told me it was fine to take. I bled for THREE weeks. That never has happened and my Gyno says this is SO unsafe bc of how generic these BC are. These are not real doctors people.

## App Name: nurx-birth-control-delivered

2020-07-22 19:29:54

012192

Worse app ever

They ask you if you want an specific pill and then go and change it for a “similar”one without asking if you would be okay with it.

## App Name: nurx-birth-control-delivered

2023-05-25 19:24:52

bleachluver91

Charged me even though I requested a cancellation

Irritated that I was charged for a bunch of medication I don’t need even though I requested to cancel. Watch out for the renewal dates far in advance

## App Name: nurx-birth-control-delivered

2022-06-03 18:31:45

Alg 2 student

Do not use Nurx

Terrible service. They switched my birth control to a pack that made me sick and won’t switch it back and the app makes it impossible to cancel orders or stop refills.

## App Name: nurx-birth-control-delivered

2021-06-10 06:04:07

MaOfficial

Slooooooooooow to respond!

If you are in need of meds now - as in 2-3 days - they are VERY slow… I mean DAYS to respond. You’re better off using a local doctor and pharmacy if you need immediate assistance.

## App Name: nurx-birth-control-delivered

2020-10-30 19:43:45

asdgfhko10292

Terrible.

My prescription was always changing without notice. When you try to cancel your account, they don’t answer.

## App Name: nurx-birth-control-delivered

2023-09-07 16:59:43

gm84

Big no

I’ve been trying for 2 days to get someone to talk to me about a package with my medication that is lost in transit. They just won’t answer me. Absolutely regretting it.

## App Name: nurx-birth-control-delivered

2022-01-02 17:04:44

Anybeach37

Cannot enter information into app

If you can’t enter your date of birth because the app is stuck on Todays date??????  
Gave up.  
Good concept but need to work on design.

## App Name: nurx-birth-control-delivered

2020-08-19 18:44:04

anony 123

Horrible Experience

If you order a testing kit, be prepared to wait MONTHS after ordering to get results. It also takes weeks to get a reply from anyone on the app. Not worth the money.

## App Name: nurx-birth-control-delivered

2022-10-25 21:32:41

615172598

Customer Service is Terrible - Won’t Reply

Did not have a good experience with Nurx. They would delay replying by days and finally had to get my prescription elsewhere.

## App Name: nurx-birth-control-delivered

2020-11-17 18:09:20

brett098876554432211

Way less convenient than a real doctor

I guess if you live really far from a doctor, it might be something to try. Solid concept, but Nurx is awful from an execution standpoint.

## App Name: nurx-birth-control-delivered

2023-09-10 18:07:05

TEASTORMI

Impossible to get ahold of Nurx!!!

Been out of medication for a month and they don’t even respond but send a automated message! Never had a problem with pillclub sad they merged:((((

## App Name: nurx-birth-control-delivered

2020-07-02 16:19:26

\_pu55y

Don’t recommend

You’re better off going to a real doctor. The communication is not good, wait time is too long, and they prescribed medication that went horribly wrong for my body

## App Name: nurx-birth-control-delivered

2023-09-20 13:28:18

camden\_town

Hidden fees

This company does not disclose its monthly fees when you sign up. There’s zero need to pay a 30% monthly fee just to get a routine prescription filled. It’s a scam. Stay away.

## App Name: nurx-birth-control-delivered

2023-07-27 17:25:26

Sweetiebears

Takes days

Takes days for them to reply to your messages.

## App Name: nurx-birth-control-delivered

2022-07-12 18:24:25

chaaanyeol

Difficult to work with

They switched my prescription even after I said that I had a preference, and didn’t do what I asked

## App Name: nurx-birth-control-delivered

2021-07-27 03:48:14

BertoNYC

Impersonal, inconvenient, and unhelpful

This service is not great. They don’t run 24/7, and their interactions with patients is very copy/paste and robotic. Agents were not helpful or caring, take your business elsewhere.

## App Name: nurx-birth-control-delivered

2021-11-08 17:52:09

Juju Yen

NOT AN HONEST BUSINESS

They will send you generics drugs different from what you have been taking, that no one has heard of made by a pharmaceutical company that is currently being sued for selling cancer causing drugs.

## App Name: nurx-birth-control-delivered

2022-07-22 10:53:32

mama\_dukes21

horrible

this company takes the $15 consult fee the day you sign up and then you never hear from anyone. it’s been almost a month and i have yet to get contacted by a medical team member or get an update on the status of my birth control prescription. i will never use this company again and will not recommend it.

## App Name: nurx-birth-control-delivered

2023-09-07 03:50:47

MLCrisis

Waiting for answers

I’m on day three after I ordered and my order is still being processed.

## App Name: nurx-birth-control-delivered

2023-06-02 12:57:54

Rushingtn

Poor Customer Service

I have used NURX for years for STI testing and Prep. However, they just recently stopped accepting TRICARE and their customer service response times are abysmal.

## App Name: nurx-birth-control-delivered

2021-04-01 14:22:17

cneifewnuiefgpuierbg[iuerbqpiu

P

You want for prescription. They cancel it without warning and no explanation. Now you just wasted time and paid for health assessment. Go to the doctor instead. Not worth the time and money.

## App Name: nurx-birth-control-delivered

2020-08-07 15:07:52

AF763

Avoid

This organization / service is beyond medically unprofessional. I have been trying to reach out via the app for almost 2 weeks with no response. Avoid!

## App Name: nurx-birth-control-delivered

2020-05-25 01:03:37

26333333

Bad app, cluttered and confusing test kit

Unfortunately they cut corners on convenience and clarity…From the usability of the app, to the casual, vague way they convey test results, Nurx falls short of what I assume is their goal to improve upon the shortcomings of the traditional healthcare system.

## App Name: nurx-birth-control-delivered

2023-02-06 20:37:45

lizziemarie123

PLEASE REFUND MY MONEY

Nurx used to be great but it takes ages for someone to respond. I was charged $65 for a service I was denied and was not refunded and no one has responded to help me. I have emailed and messages support and nothing. PLEASE REFUND ME!

## App Name: nurx-birth-control-delivered

2020-05-24 18:19:50

fhwodnwl

bad customer service

Just really crappy customer service. Took three days to get a reply.

## App Name: nurx-birth-control-delivered

2023-06-21 16:56:51

Ginxxed

Disappointed

Communication just isn’t there it’s low key annoying

## App Name: nurx-birth-control-delivered

2021-06-13 12:31:31

Raven Bennett

Very Unprofessional

I don’t recommend anyone using them. They take forever to respond back and send your birth control.

## App Name: nurx-birth-control-delivered

2024-01-10 19:10:46

HollowayFamily

Wrong Prescription

My “medical provider” at Nurx did not listen to me. She sent me the wrong prescription and I still had to pay for it. Do not use Nurx.

## App Name: nurx-birth-control-delivered

2024-03-10 19:51:15

Baileeneville

Not so great

Takes a long time to get responses to anything, my messages will often go ignored for days on end.

## App Name: nurx-birth-control-delivered

2023-04-18 12:54:31

leyahhaley

broken

was excited to try this app but quickly found out it’s broken. it crashes randomly and sometimes when you click on certain things. i can’t even get past the “get started” page.

## App Name: nurx-birth-control-delivered

2023-02-22 04:12:40

jupppppnjbhvgctfyug

slow responses

customer service is extremely slow and they dont answer the whole questions… it takes days to get a response and im not sure why yall don’t accept birth certificates for non minors when i literally just turned 18 and i dont have a government id bc of personal circumstances..

## App Name: nurx-birth-control-delivered

2022-01-13 01:03:09

Buyet1787

Hidden Charges

Charges you before you find out what medication you are prescribed

## App Name: nurx-birth-control-delivered

2023-07-14 23:14:34

RK1234567ABC

A scam, do not use

I was excited at first for this app, but It is a scam. They are overpriced and don’t answer your messages. Avoid at all costs

## App Name: nurx-birth-control-delivered

2023-06-30 17:30:12

Coleyrachelle

What a joke

As a therapist, this is a joke of a mental health medication management app. Go to a real doctor. Nurx doctors don’t listen or take anything you want to advocate for yourself into consideration.

## App Name: nurx-birth-control-delivered

2022-07-06 21:30:16

sammisparks

Scam?

It’s been a month since I submitted my order. Still haven’t heard anything from the app. Looks like a scam, avoid.

## App Name: nurx-birth-control-delivered

2021-05-19 04:34:38

Deedlemeyer

SCAMMERS!!! Charge you without approval!!

These people will charge you whatever they want whenever they want and WILL NOT ASK FOR YOUR APPROVAL!! So be prepared to have your account wiped out for hundreds of dollars WITHOUT YOUR APPROVAL!!!! AVOID AT ALL COSTS!!!!

## App Name: nurx-birth-control-delivered

2020-11-17 20:37:57

jadziadaxxx

$735 FOR 3 PACKS??!?!?

amazing selection of birth control and other things related to sexual health I’ll give them that but ITS WAY TOO EXPENSIVE.... like who the hell is ordering birth control from here rich people?!?!

## App Name: nurx-birth-control-delivered

2020-12-01 20:18:15

oasdgfjglgjd

Crashing

The app and the website keeps crashing and I did all I could do to fix it but nope. It wouldn’t eveb let me add my insurance cars the app will force quit.

## App Name: nurx-birth-control-delivered

2024-02-16 17:26:56

Mia G Cruz

No one to talk too

No one will return your request for phone calls

## App Name: nurx-birth-control-delivered

2023-11-10 03:08:00

kakitabobita

App shuts down

App shuts down when I’m trying to answer questions

## App Name: nurx-birth-control-delivered

2023-10-27 13:31:11

C.F-K

I want to love them, but I can’t.

I love the idea behind the service and the doctors are usually nice & informative, however the turn around times are excessively high. Once you submit your request, it will be at least 3 - 5 days before your prescription gets filled to send out. Also if you do have insurance and try to use it with Nurx they normally decline to cover it due to most insurances having their own online pharmacy option. Therefor you will have to wait 1 - 2 weeks for the authorizations team at Nurx to confirm insurance denial before providing you a coupon.   
These factors are not a huge issue if you already have birth control and are switching to an online method as opposed to seeing a doctor or gynecologist, but if you need birth control urgently, this is not the app for you. I wouldn’t even chance trying to get the emergency contraception from them unless you are getting it for a future scenario.   
Now, on to the customer service of the support team - very inconsistent. Sometimes they are very kind, quick and efficient but more often than not they are very rude, unwelcoming and fairly unhelpful. Mind you, I’ve never called them upset as I work In customer service myself & try to be understanding. When I have a bad experience I’m not going to call out the agent specifically or speak to them regarding my feelings on their performance but I will warn others about dealing with them in the future. I recommend if you can wait, only go through the chat communication so you are likely to only interact with the doctors, which as I advised previous were extremely helpful. Once my currently processing script is filled and I have a few months supply I’ll be finding a different provider. If I could make a recommendation: you should too.

## App Name: nurx-birth-control-delivered

2023-01-08 01:44:30

Deestan316

Scam

I paid them $120 for nothing. I have yet to receive a response or a prescription and am approaching week 2.

## App Name: nurx-birth-control-delivered

2021-10-14 00:10:29

Delos33

Consistently a hassle

Honestly, I have issues with them every couple of months. First they prescribed Amethia which is supposed to give you a period once every three months. I bled continuously for all three months, had terrible headaches and spiraled into my worst depression. When I contacted them about these side effects, they said it was normal and sent me another three months worth. Trusting them, I went another two months (still bleeding the whole time) before I told them to switch me to monthly pills. They tried to push back still saying it was normal and then said they would ‘forward my concerns.’ I got a notification that my Rx was being shipped and had to send multiple frantic messages confirming that they weren’t sending Amethia again. A few months after that, at the year mark, renewing my prescription with them was a pain. First they tried to charge me $60 ($15 for a renewal consultation and $45 for three months of pills). I told them this was wrong. Then they charged me just $15. I got repeated messages that my credit card on file didn’t work—even though their charges were clearly going through. It took over two weeks for them to confirm my prescription was back on track. Most recently, they changed my bc to another generic with no warning what so ever. They also sent an email about sending 3 months at a time, so I clicked the link to opt out of that. Well, today they charged me for three months and sent a shipping notification for it. I’m reaching the end of my rope with Nurx. They are absolutely not as convenient as it seems. They seem to care more about making money than the health or needs of their patients.

## App Name: nurx-birth-control-delivered

2020-12-23 20:27:36

Xaugenbage

Great until you need to cancel

It’s like quitting cable they make it as hard as humanly possible to stop your subscription 🤬

## App Name: nurx-birth-control-delivered

2020-08-19 01:59:39

len15151

Horrible

They make it impossible to cancel and take forever to process the order.

## App Name: nurx-birth-control-delivered

2020-05-26 16:47:22

152738392744

ABSOLUTELY HORRIBLE

They don’t communicate at all ! I specifically told them I didn’t want a certain type of birth control and they still sent it to me. They are horrible.

## App Name: nurx-birth-control-delivered

2022-12-29 17:35:30

WadeTM

Zero customer service

They take days to respond.

## App Name: nurx-birth-control-delivered

2020-07-22 10:00:57

raysreviews2020

My birthday is valid

it won’t accept my birthday as a valid birthday which I don’t understand at all. I can’t even get signed up to use the app :(

## App Name: nurx-birth-control-delivered

2020-06-25 17:16:47

Mellen\_b\_123

Good until you need to cancel

There is no way to cancel through the app. I sent messages 16 hours ago asking for help cancelling and they are ignoring me.

## App Name: nurx-birth-control-delivered

2023-07-20 03:25:34

Zoey10189st

Responded faster to a bad review than my actual medicine not arriving

I love the bad quality of service and hidden fees!

## App Name: nurx-birth-control-delivered

2021-02-24 06:58:27

Wedehcodeh

COPAY MISLEADING

My copay was $90 which I was okay with. You think your insurance is covered because of the copay but when I RECEIVED my bill from my insurance it was $311. Apparently my insurance was out of network. SO PLEASE CHECK IF YOUR INSURANCE IS IN THE NETWORK ON THE FAQ

## App Name: nurx-birth-control-delivered

2024-01-24 00:18:57

Kristing68💂

Bull shut hidden feed

Not loving the new care fees when I don’t use their medical service.

## App Name: nurx-birth-control-delivered

2022-12-07 13:48:58

beaueo

Terrible

They failed to send my birth control on time TWICE - totally unacceptable given the nature of their mission.

## App Name: nurx-birth-control-delivered

2022-05-22 02:04:35

dhshfbsjs

DO NOT USE!!!

Scam. They charged me and sent me birth control WITHOUT my permission. I told them to cancel my subscription and they sent me more birth control!! DO NOT USE!!

## App Name: nurx-birth-control-delivered

2020-08-16 03:14:28

hbfhhf

Customer Service

Terrible customer service, when you message it appears to be automated bots. Very unhelpful.

## App Name: nurx-birth-control-delivered

2024-03-26 11:47:40

THUNDERGUNxp

Unhelpful Customer Service

I’ve been using this app for many years and at first it was amazing. The last year or so I haven’t had access to change my refill date myself. My medication was always shipping early and I had too much of it. I didn’t want to pay for more than I needed, so I had to request in chat my delivery be changed. I always explained how I can’t access the calendar with the refill date and they’d always tell me how to find it under my subscription tab. My app did not look like the suggestions they were giving me. This complaint was ignored for months. This last time when I asked to delay my shipment by two weeks they put my prescription on hold. I explained my issue again and they sent the same unhelpful information I’d received before. I asked for my medication not to be on hold and ship in two weeks and they completely canceled my order and it won’t refill for two months! I explained my app issue again and asked they please uncancel my prescription. It’s been two days and no one has responded, but I checked for an app update and FINALLY that fixed the bug that was preventing me from accessing my refill calendar. I am still waiting for my prescription to be uncanceled and I don’t know what I’d do if I don’t get it in time. Overall, customer service has been extremely disappointing ignoring my concerns and canceling my order when I never requested such a thing. It makes me want to delete my account if I could get my money back for the rest of this years services. When it comes time to renew, I will be opting to find a new service to get my medication.

## App Name: nurx-birth-control-delivered

2024-02-11 18:17:38

jordanyu604

Didn’t provide service

They charged me $49 and never provided a service

## App Name: nurx-birth-control-delivered

2024-03-27 17:19:30

Rockjohnmann

Doesnt take tricare

They wont or cant bill to tricare for anything so if you have it go elsewhere

## App Name: nurx-birth-control-delivered

2023-10-07 14:02:55

FrozenLightning

They fell off again

Prescribed, charged me for, and shipped me medication i said i didn't want

## App Name: nurx-birth-control-delivered

2020-07-05 23:47:13

S Muturi

Scam!!

They took all of my insurance info as well as payment and never heard back from them. It has been over a month DO NOT GIVE THEM ANY OF YOUR PERSONAL INFO!!!!!

## App Name: nurx-birth-control-delivered

2022-06-18 02:38:50

katiekbk

Choose any other company!

Awful company that is only out to get your money. My BC costed $45 for 3 packs and the consultation fee is another $15 (has to be renewed every year). For the past year I have been getting the generic version of my BC (even though I said I did not want a generic version) and I still got charged $45. You also have to pay a consultation fee for everything else on the app. I messaged to cancel my subscription a week ago and they still charged me for a new prescriptions refill. They sent me a message saying they were going to refill my prescription today and after I had already cancelled it the previous week. I guess their workers are awful at their job and do not know what they are doing. I immediately tried to message and cancel it again. A worker then asked me again if I was sure I wanted to cancel after I told them 3 times I wanted to cancel. Then they needed a reason why I was cancelling as if they were going to do anything about it. Then another worker tried to say that they couldn’t do anything about it and that it was shipped even though on the app it clearly says the prescription is still being processed and USPS only says that a shipping label was made. So I got charged for something I had already cancelled and they messed up on their end. They are a money hungry company! There is no way you can cancel your subscription unless you message them. They get to your messages days later. They always keep one of your cards on their app even if you try to delete it. Run far away from this company! I got my BC through this company for many years but after dealing with the cancelling and customer service I would never recommend Nurx to anybody!

## App Name: nurx-birth-control-delivered

2021-06-26 20:25:00

Skyegirl252

Horrible. Simply horrible.

I rarely write reviews but the customer service is abhorrent.

## App Name: nurx-birth-control-delivered

2020-10-02 18:59:51

GES32

Terrible customer service

Absolutely horrible customer service. Scam. Do NOT recommend.

## App Name: nurx-birth-control-delivered

2023-07-15 18:48:43

hooked on sky burger

NOT Affordable, HORRIBLE Service

This company has charged me over $130 so far and I have yet to receive a single product. I have THREE MONTHS worth of a product en route. They charge $40 “consultation fee” just to review your request which is not covered by insurance at all, even though they explicitly said I wouldn’t be charged ANYTHING until I was able to review my copay options. And I never had a consultation at all. Just submitted my information and got an automated response. Then much later a doctor reached out with some generic message that wasn’t specific to me at all and didn’t address any of my personal concerns. But that $40 is nonrefundable and unrelated to my insurance- which they later informed me they don’t work with anyway. I signed up seeking acne treatment, two separate medications which are only available in three month supplies apparently. So $30 per treatment per month, would’ve totaled over $180 before I had ever received or tried anything. After trying to cancel one of the two medications for days because I can’t afford that, I finally had it paused so I wouldn’t be charged over $200 (including the $40 processing/ review fee) for acne treatment that may or may not work for me. Not to mention they take at least a full business day to send you an automated response from “Team Nurx” or sometimes just a different associate, only one of whom was allegedly a physician and also had their last name listed. Other than that it’s been a different associate every time, just their first name and no credentials. All of the promotions I’ve seen about Nurx emphasize how you get personal affordable care from qualified medical professionals. So far it’s been really disappointing, and I haven’t even tried a product yet. I have had bad experiences with dermatologist so I was hoping this type of care would be for me. This has only been going on for about a week but my experience so far has been very poor. Would not recommend!!!!!

## App Name: nurx-birth-control-delivered

2023-06-28 19:21:02

NJSKIPPY

Can’t cancel first request

No way to cancel

## App Name: nurx-birth-control-delivered

2023-01-23 13:49:38

benkejejksne embavejbe

terrible service

never once got my birth control on time and now i’ve been waiting over a month for a refill. absolutely terrible service and entirely unreliable.

## App Name: nurx-birth-control-delivered

2020-05-18 11:29:01

Kiara1995\*

Very important and dangerous side left out!

Ok so typically I don’t write reviews on here but this is a very important issues and seeing that it could have very well been life threatening I wanted to post my experience. When I first started taking mines I would get headaches and feel sick everyday so I messaged them about this and I know it’s one of the side effects they mention but I was sick all day everyday for a month and they told me it was normal so I toughed it out. I finally got used to it but after a month and a half two weeks ago I woke up from a terrible pain in my back as the day went on it got worse and spread to my side and stomach I had to leave work and go to the hospital immediately. They saw pneumonia from a ct scan and sent me home with meds and told me to come back a week later to check progress. A few days later it was even worse my breathing had gotten bad and I was bed ridden the whole week that’s how bad it hurt and I couldn’t move , I couldn’t go to the bathroom by myself or lift my arm to eat my family had to help take care of me and luckily I had a bunch of pto now more than ever I needed to be working, so when I went back they did every test including covid 19 (2nd test two weeks apart) after a couple of days and test they discovered that the birth control is what had caused a blood clot to form in my lungs. Out of all the warnings they gave me when I signed up this wasn’t one so I messaged them about what happened after I unsubscribed but they never responded. I didn’t want my money back but I want them to know I’m very healthy it’s not something in my family history and I went to a professional to see what happened I didn’t diagnose myself. I doubt other people are being warned about this and with this being my first experience to try it out I had no way of knowing but the doctors told me any oral birth control can give you blood clots so I would be very careful and maybe talk with a doctor about the different birth control options and asking the side effects for those because I feel they will tell you everything you need to know. For now I’m stuck taking 500 dollar a month blood thinners for who knows how long. Hopefully this is helpful to someone who can avoid going through what I am currently dealing with on the bright side the pain is almost non existent now. But I have to continue taking blood thinners until they tell me I’m completely safe.

## App Name: nurx-birth-control-delivered

2023-07-14 18:10:35

Dabby213

would not recommend

takes your money but doesn’t fulfill their end of the bargain, ridiculous

## App Name: nurx-birth-control-delivered

2022-11-07 14:19:49

TaySki17

Terrible

Just plan out terrible communication on this app.

## App Name: nurx-birth-control-delivered

2022-07-06 18:49:57

Hiaya476"

Wont get back to you on the messenger

Wont get back to you on the messenger at all.

## App Name: nurx-birth-control-delivered

2021-05-10 16:05:14

易尔散

Terrible

Well...this is my first time writing a review ever. My 3 month experience with Nurx was incredibly terrible and I would never be back and use their services for birth control subscriptions!   
  
I used to pick up my pack monthly at local Walgreens. One day I was advertised on Instagram about Nurx and I thought oh I d like to try this and it could save me the trips to local pharmacy! The first month pack went well in terms of billing and delivery. Then my nightmare started from the second month...they have messaged me with regard to my insurance billing problem and asked me to contact my insurance company or update my insurance card on file. I called my insurance company and they confirmed that everything I had provided to Nurx was correct and up to date. That was what I originally thought because Nurx had billed my insurance company for the same thing literally a month ago. Then I called Nurx (tried to message them but never got a response) to confirm my insurance information and they explained that they switched to some sort of new partner pharmacy and my prescription was not sent to them. The problem was not really with billing but miscommunication with their partner pharmacy on their end. That back and forth conversation wasted almost two weeks and I didn’t have time to wait for them to process and mail me the new pack so they sent the prescription to local pharmacy for me to pick up and they said that the next month pack should be back on track.  
  
And when it came to the third pack, I contacted Nurx to mail my pack a week earlier than the targeted date so that I would be able to get it before I run out of my current pack. They confirmed to process it on the date I mentioned but never did as promised...I have waited for another five days or so and they sent me another devastating message saying my insurance was not covering my prescription any more. Oh fine! in return I’m not using Nurx any more! I switched back to Walgreens and they processed it right away with no problem with billing my insurance.

## App Name: nurx-birth-control-delivered

2022-11-08 05:58:29

toetoknee

Unsafe, and sketchy

Beware, this so called healthcare provider is the equivalent of a fast food for prescriptions. Super sketchy screening. Not recommended.

## App Name: nurx-birth-control-delivered

2021-01-17 19:02:45

kikiminturno

Terrible experience and I gave them three try’s

I ultimately out of desperation went to Planned Parenthood.

## App Name: nurx-birth-control-delivered

2022-07-11 17:19:00

DA1894

Convenient but dangerous shipping practices

Update - after issues where they sent my refill early because they neglected to submit properly to my account/insurance, I was going to run out of birth control early. They told me I had to pay out of pocket for the month I would miss. It took so much back and fourth to finally get to a supervisor who would help. More recently, I decided to try getting medication for anxiety. I was given a treatment plan and my prescription has been pending for over a week. I can’t get any answers. I already paid for the month and for the medication.   
  
I’ve been using Nurx for over a year and was loving it until they started shipping my nuvaring without ice in the middle of July (90+ degrees). The safe temp for this drug is no more than 88 degrees and it’s not supposed to be stored above 77. Their response is always “then pick it up from your pharmacy for a fee” (I’d just get it from my gyno then) or “watch your tracking and bring it right in.” Which would require the tracking to be updated immediately (never is) and for me to be home when it arrives. Here’s the thing- I happen to know it needs to be kept cold. What about all of the women who are using this method of birth control and don’t know it is unreliable if left in the heat? They are unprotected and Nurx does not care and will not tell them. I had to go to my gynecologist and get samples of the nuvaring because nurx told me “don’t use it, buy another one out of pocket for $100” This app could be so great if they actually cared about the health and safety of their users.

## App Name: nurx-birth-control-delivered

2022-04-29 17:57:15

hal123123

terrible service

you give them all your info and then they never get back to you it’s a prescription

## App Name: nurx-birth-control-delivered

2020-12-22 02:37:41

claudia101lol

Update: I now wish my insurance would hurry up to never use this app again

Update: I originally asked for a specific brand and it was accepted but I instead received a generic of my birth control I requested which was also a generic. I was told it would be no different from the reply I got on the reviews. Which was wrong, my period came and it was awful. The brand I wanted helped reduce the pain of my cramps and I liked that because the pain I get makes me puke and cry. So... new pill made me puke and cry. I was really hoping the reply was correct but it is what it is. But I have also noticed the new pill has regulated some of my hormones so there’s that. I’m more 50-50. Now that my body is used to the new pill I have no complaints. Just hope my next period isn’t painful again.  
  
Update: it was painful and I had to message them to give me what I originally ordered. They should had just given me what I asked for to begin with. Had no further issues after I received what I actually wanted until recently. My card declined and I updated my card information, then they wouldn’t take my new card until I updated some other information fine. So I put the new information in and then I’m told my birth control will be here today... well I ran out of my pill on Saturday and so I missed yesterday’s pill and now I missed today’s pill. I’m not sure why it’s not here on time like it was suppose to. I was also charged TWICE on the next months order, so that was frustrating. Luckily I was told I will be getting refunded for the extra money they took out (great but they shouldn’t had done that to begin with). Now I’m on day 2 without a pill and I’m pretty upset with that.

## App Name: nurx-birth-control-delivered

2021-02-22 23:49:26

westsidecurls

Scam

Scam app. Do not enter your credit card information.

## App Name: nurx-birth-control-delivered

2021-02-11 16:50:23

RiverReishi

not only bad, unethical

After my last review of Nurx where I detailed my experience with their automation cancelling my order 6 times in a row even after customer service representative kept assuring me they would fix the issue, Nurx reached out to ammend the issue by offering a credit. I answered, "thank you for your offer of a credit, but I don't feel like I can trust your service again until I know that you've fixed the billing issue. Can you assure me that these issues will be fixed?" Days later, I get an automated reply that says "we are still awaiting your response, please answer as soon as possible." To which I replied "I already answered!! Please read my response and respond!" To which I received the same exact automated response saying that I haven't responded yet and reminding me to respond. I responded to this, too. AGAIN, the only response I received was am automated response reminding me to respond!! At this point, Nurx has thoroughly proven to me that I can't trust Nurx with something as important as my prescription. I feel like during pandemic times when people need services like this more than ever, it is actually unethical for Nurx to advertise an app with so many problems in it to an unsuspecting public when clearly they are not market-ready. Nurx, I suggest you take this app off the market until you've solved these problems. Going off of the other reviews I can see I'm not the only one. You are a healthcare app; during these times it is more important than ever that you get it together before adding yet another problem to someone's life who is relying on you.

## App Name: nurx-birth-control-delivered

2021-07-29 14:27:08

MultipesofNicoNucoNii

Sigh

No matter what I do, the app won’t open.

## App Name: nurx-birth-control-delivered

2023-07-18 11:37:50

Op\_4

So full of scam

Beware of prescribing for many scams in the future!!!

## App Name: nurx-birth-control-delivered

2021-02-23 16:03:10

jennyem079298

Impersonal experience but polite staff

TL,DR: Expect to pay $15 right away for nothing - I would not settle for their option and was still charged for it. Not for those who know their own body and what they want/need. The staff are kind and reply quickly but they choose for you, it's not as customizable as you think. I felt backed into a corner. At least it was by a nice doctor🤷‍♀️  
  
The scoop: I've taken progesterone only birth control for 10+ years. I switched from the pill to the shot due to side effects that started after I developed hypothyroidism, but it didn't help. This included yeast infections, ovarian cysts, breast size diminished/uneven, cystic acne, spotting and brown blood, irregular paps, low estrogen levels, the list goes on. My OB said birth control could be causing it, so I stopped taking it. ALL my symptoms went away but the acne. So I went to a dermatologist. Now I'm required to take birth control for the acne medicine prescribed to me. So I thought "easy, let's try an app to avoid going somewhere in person, nurx looks good". I tried to select the patch because I didn't want to experience the same side effects again. The questionnaire asked if I have migraines with aura (which is common for us hypo folks). From there, the doctor nixed my plan of taking the patch for safety reasons, and left me with only two options - progesterone only pill and shot, the very two options that ruined me physically in the past. So all in all, if you're just looking for birth control and don't care what you get, this app should be great. If you know what works for you and what doesn't, probably best to stick with your OB or Primary who knows you and will listen.

## App Name: nurx-birth-control-delivered

2020-08-07 13:55:12

won't buy againn

Don’t trust it

Birth control is not reliable

## App Name: nurx-birth-control-delivered

2024-02-07 20:30:45

dis@lyftpasse ger

High cost of fees and consultation charges

Biden fees and charges.

## App Name: nurx-birth-control-delivered

2020-11-24 18:30:45

Reviewingisannoying2765

Meh.

The app itself is really not my favorite. I find it to be not very natural in the flow of how to find everything. You can message anyone which is nice, but in order to call I have to go to the desktop site and log in. The phone number is not in the app. Every attempt to log in sends me right back to the app. So I’m in a loop of not getting what info I need. That’s not even my main concern though.   
  
Insurance/prescribing/delivery was all simple and upfront at first. However, I had some specific requests for my birth control and expected to be able to discuss it with a dr, but a prescription was just written without me being able to discuss those things. It’s been 8 years since I’ve been on a birth control so I couldn’t just chose my favorite and I didn’t have any info about what specific ones they thought could work. I decided to just go with it and see.  
  
I got it and then the second month they sent me a generic, and a lot of women have problems between generic and name brand effecting them differently, and I was nervous. Changing up the script without asking me rubbed me wrong and I was annoyed. I am aware that you can choose at the beginning of signing up if a generic is ok, but I didn’t think that meant they’d switch mid order after already getting you going on name brand. Feels like a bait and switch thing.   
  
Shortly after, I decided to see a specialist locally regarding my needs, will no longer be using birth control and requested to cancel. Which you can’t cancel just on your own. You have to go through someone, which is also annoying. It’s my money being spent for something in my own body and I shouldn’t have to contact them to end the service. The guy replied with some copy and pasted answers that were not at all what I asked and then he told me I couldn’t send back my already dispensed meds and I couldn’t cancel any upcoming ones. I didn’t ask to return the used meds, and I certainly can cancel at any time.   
  
Their info says I can cancel and make changes to my upcoming order right now so I screen shot their own info and sent it back and asked him to actually address the concerns this time. Even if it was too late to alter this month’s order why would he say I can’t cancel? It made a mediocre experience into a bad one to deal with push back on canceling my own medication.   
  
6 weeks later I got a message that my script was shipped. I checked and it was still somehow active. The employee stated that it was too late to change the current order but I could change future ones. So the previous guy either hadn’t cancelled it or messed up somehow. It’s not officially cancelled, but it was a hassle.   
  
Overall not very pleased with this service or the layout of their app.

## App Name: nurx-birth-control-delivered

2021-06-15 00:56:52

Britt.r.funnnn

BEWARE- will switch medication to generic w/ no warning and charge you

TOTAL BAIT & SWITCH. I read the bad reviews before downloading this app and wish I had listened. Don’t waste your money.   
  
I was taking a specific birth control prescribed by Nurx and everything was going great. I got a text literally saying “We're preparing your prescription refill in the next few days. No action is required from you :).” Nowhere did they say they were switching my medication to generic, nor did the text state the name of the medication, and since it clearly stated ‘refill’ I assumed it was the same medication.   
  
The next text from Nurx was a confirmation text that my birth control had shipped but in this text it listed the name of the medication which was totally different. The was not notice anywhere else that I would be receiving a generic version until AFTER they had already shipped it.   
  
I called customer service panicking because anyone who takes medication knows generics can be totally different than name brands. I personally have had horrible reactions to generics before, and additionally I have a thyroid condition and maintaining hormone balance is already a real issue for me. To have my medication switched with no notice was extremely upsetting.  
  
The customer service representative and supervisor both assured me the medical team would take care of it, but I just received a message from the doctor basically saying, “too bad too sad it’s already shipped and those conditions don’t qualify you for non generic.”   
  
I put my trust in Nurx and the Doctors at Nurx and was completely let down. Just another health company that only cares about money and doesn’t value their customers.

## App Name: nurx-birth-control-delivered

2022-03-22 19:11:25

rock-chock

Issues since last November

I’ve been a grateful Nurx customer since 2019. in November 2021 multiple issues started happening and I am considering switching to another solution.   
  
My new prescription didn’t come through and was canceled, and I did not get notified. In 2 months I ran out of pills and accidentally found that Nurx is not preparing a new 3-month supply order for me. I had to submit multiplw messages and it took me about 1 month to finally get my nee pack.   
  
For some reason I decided that this was a one-time issue and I decided to try their rosacea treatment. They charged me $35 for the questionnaire, then they said that azelaic acid would cost $75 and metrogel $35 out of pocket, so I requested to cancel azelaic acid because The Ordinary has azelaic acid for $15 and only requested to send me metrogel which I can’t find without prescription. I’ve spent a lot of time trying to get their customer support team to help me. They canceled my order without notifying me. I was charged $35 and didn’t receive anything. Why do they even advertise these skin solutions if they just charge you and give you nothing in exchange, it’s a scam.  
  
Then I wanted to get a couple of packages of birth control pills out pf schedule and pay out of pocket to prevent running out of pills as now I am aware that such problems might happen. They created a new order, then canceled it. I wrote to support and requested to receive the order again, but they canceled it again in just 1 day.  
  
I don’t understand why is that so hard to just provide service and why the orders keep canceling without explanations. My FSA card stopped working with them. Customer service is ineffective. All I get is charges and canceled orders when I am ready to pay out of pocket. I am considering switching to another solution because the service has become extremely disappointing and it’s doing something shady. They stole my $35 dollars.

## App Name: nurx-birth-control-delivered

2020-09-01 16:12:14

r\_reviewaccount1235

Terribly managed service but good idea

I tried to do Nurx and was quick to provide my insurance information, get my blood pressure tested, and answer any questions they had—the team was usually quick to respond to my messages, but the service itself is just terribly organized.   
  
The entire time I was communicating with them I had no idea if I was ever going to actually get my prescription, because they refused to answer whether or not they would accept my insurance until the very end. After weeks and hours of time wasted they revealed to me that there were issues with the medication and that they would charge it to a local pharmacy—meaning I’d have to pay for it out of pocket. If they had just been clear with me at the beginning I would’ve just gone through an actual doctor because this process was supposed to make it easier but actually just made it way harder and more complicated.  
  
I think the mission is great, and the team had good customer service overall, but they need to 1. Figure out how to manage their inventories ahead of time and maintain transparency with the customer, so I’m not left wasting all my time thinking I’m going to get a prescription with my insurance and then told that I have to pay for it. 2. Figure out how to streamline the work with their “partner pharmacy” so that the patient can be notified that their insurance is/is not accepted before they move through the process of paying the consultation fee and having to communicate with the team to send in all relevant information. Finding out if your insurance is/is not taken should really be the first thing they deal with—because if it doesn’t work out then it’s just a huge waste of time and 15 dollars for the customer.  
  
I really really would not recommend this service if you’re going with the pill—maybe it would be better for a patch or something, but definitely not the pill.

## App Name: nurx-birth-control-delivered

2024-01-31 13:16:05

Megan Amanda Ashley

Fraud

This company is a scam, do not use.

## App Name: nurx-birth-control-delivered

2022-10-02 17:12:57

remrahc

scammers

they take ur money n leave u w nothing lol

## App Name: nurx-birth-control-delivered

2023-09-10 11:58:53

Anulahtram

Rio off

👎

## App Name: nurx-birth-control-delivered

2024-04-30 13:14:19

Hjbbybff

DONT DO IT

If I could rate the 0 stars i absolutely would. I NEVER leave reviews for apps. That’s how bad this one is. I think the concept is super cool, if it actually worked. I ordered my prescription a week ago. It took multiple days for them to approve it and to say they would send it. A few days later I get a message saying they are no longer sending it because my insurance is terminated. I called my insurance and it’s not terminated. Now the only other option is to pay a lot more for out of pocket when I’ve already paid the $30 “exam” fee. Now I’m out $30 with nothing to show for it. Waste of freaking money.

## App Name: nurx-birth-control-delivered

2023-11-04 06:52:08

djanovs1

Horrible

Absolutely terrible customer service and untrustworthy company. I received a notice on 1/8/23 that my order was to be processed. It was then canceled with no notice or explanation. My prescription is now 3 weeks late. I have tried for the past 4 weeks to reach out via app, Facebook, and phone- with no success. I’ve been told multiple times that the issue was being “escalated”, but that is clearly not true. It’s astonishing this company can be so careless with the customers that rely on them for medication.   
  
11/3/23 Updated to add: Customer service continues to be abhorrent. I made a simple request via chat to pay for 1 prescription out of pocket, then resume my insurance covered prescriptions. I requested this multiple times and representatives agreed. However, after the out of pocket was completed, my credit card was charged instead of insurance the next month. I reached out and received half of my refund. When I requested the rest, they indicated the refund already been provided. They clearly don’t read back in the conversation to figure out what was charged and what was owed. Be prepared for them respond, “we apologize for the delayed reply. Our team is receiving more messages than usual right now….” to every. single. message. It’s absurd that they charge a $3 “customer service fee” for such a high level of incompetence. I would 0 stars if it were an option.

## App Name: nurx-birth-control-delivered

2023-08-29 14:39:36

VandyN17

Paid 2 weeks ago but, cannot get a real human

I saw Nurx on TV and decided to take a crack. I paid them for their diagnostic service and, they granted me a prescription for bc but now REFUSE to send it anywhere or provide me with a real human. They stole my money and won’t send my bc to my pharmacy- instead, they send me the same copy/paste message with no real human attached. Should NOT be this hard. I deserve you to communicate with me considering I’ve paid you for nothing at this point. Don’t use them- they don’t have enough staff to keep up with demand

## App Name: nurx-birth-control-delivered

2023-07-17 17:28:53

nurx L

Ridiculous

I have purchased a Nurx subscription $40.00 wasn’t notified I was trying to get information about the treatment, but nobody was answering or replying to my messages. Very poor customer service, as well as the customer service on the phone no one will answer the phone. I was on the phone with them for over 35 minutes. I don’t even know if the medication/treatment will even work because I never tried it.

## App Name: nurx-birth-control-delivered

2023-07-14 14:06:24

katmarie6565

Over charged me!

So I signed up for the $15 per month subscription for 3 months that’s $45 and they charge you a consultation fee of $25 and $3 for the on demand support service chat. Okay that’s $73 so I checked my bank account and they charged me $25 on 7/7/23 and again on 7/11/23 for $45 and again on 7/13/23 for $48!! They messed up! Where is this $45 coming from???   
  
I should only be charged $45 for the pills and $3 for the on demand support and $25 consultation fee. That’s a total of $73   
What is the $45 for?? I was charged a total of $118

## App Name: nurx-birth-control-delivered

2023-06-16 01:25:49

Nikki\_Dan

No longer a usable service

Nurx used to be amazing. Now, it takes weeks - sometimes month - to hear back from customer service or from a caregiver. Imagine being on important medicine, suddenly not getting your medicine delivered, then not being able to speak with anyone about the issue for weeks. Tragic. This happened to me 3 separate times - each time i threatened to cancel my subscription hoping they might add me to the “take her seriously list”. Well, today I made the decision to just cancel my subscription and get my meds delivered by CVS (which is free btw). no need for this barely functional service anymore.

## App Name: nurx-birth-control-delivered

2023-06-02 18:53:13

Lyssa Perkins

So difficult

Originally I had gone through nurx for potential acne medication. It took two weeks to hear anything from them about it, even after messaging them twice. When I finally heard back from them, I was told it wasn’t covered by my insurance (which i had already assumed) but at that point, I didn’t move forward because they never got back to me specifically about the messages that I had sent them, only the automated message regarding the update. No communication= not for me.   
  
Fast forward, I decided to try it out again because it’s been a while and I wanted a specific birth control and thought it would be more convenient this way. This time I waited a little over a week to hear from them, okay, better i guess?? Until they message me about me having an original account with them and me not being able to use this one. After my previous experience, Im already frustrated. I just want my prescription. Both accounts are under the SAME EMAIL. This couldn’t have been avoiding when I made this account? It couldn’t have told me “you already have an existing account under this email”??? So i waited over a week to hear back about this just to hear that I have to go through this whole account thing before moving forward ? FINE, i message them back. Another week. I get my account figured out, it’s been over a week since and i STILL HAVENT HEARD ANYTHING. I’ve waited an entire month at this point and still haven’t gotten any information about my birth control. Ridiculous.

## App Name: nurx-birth-control-delivered

2023-06-01 00:50:08

2suns-in-the-sunset

Terrible Service, Waste of Money.

I’d been using Nurx since 2020. They’re extremely understaffed, which I understand after Roe V. Wade was overturned.  
  
But it takes ages to get a response. First, I was told my insurance wouldn’t be accepted, but then received an apology for “the confusion” and that my order would go through. (Birth control pills are free through my insurance.)  
  
I already paid the yearly $25 consultation fee, and was told I’d get a shipping notification in 2-3 business days, which I never did. After messaging them about it, I was met with “At this time, we cannot work with your insurance”. What? I was given the go ahead that I’d be sent my birth control, but no.  
  
I requested a refund for the consultation fee. They confirmed they’d send it in 5-7 business days, but I don’t even trust that. They’re awful.  
  
Never in my life have I complained about a business to the BBB, but I did for Nurx. Do NOT waste your money, time, or mental/physical health on Nurx.  
  
They have a 1.74/5 stars on BBB for a reason.

## App Name: nurx-birth-control-delivered

2023-05-06 20:23:50

Chadwick-75

Beware! I would give zero stars if I could.

Beware that this group thrived during covid, but now has a lot of difficulty filling prescriptions. That won’t stop them from taking your money though! The $40 “consult” fee is non-refundable and is completely useless if they are unable to fill your Rx- which has happened to me repeatedly and over an extended period of time. Even when they were able to fill prescriptions, you would wait months and months for to receive your meds. My recommendation would be to use another company or visit your local MD or nurse practitioner.

## App Name: nurx-birth-control-delivered

2023-05-06 06:28:35

apple maps is better

Waste of time and money

Started with this app in March, it’s now May and I still have nothing from them. Waited two weeks for a prescription that never came. Asked them to send it to my regular pharmacy to be filled instead, they said they did but my pharmacy says they did not receive it. I’m out the $50 initial charge and I guess am being charged $3 every time I message them to ask for help?

## App Name: nurx-birth-control-delivered

2023-01-31 04:44:34

Nickimarie32

They used to be awesome

When I first started using Nurx years ago, they were amazing. Customer service was great because their experts were always on top of what you need. Now I can’t say the same…I needed some birth control sooner than the expected day, so I decided to pay out of pocket since that was an option they gave me, to get it sooner. When I checked the expected shipping day, they had it scheduled for in about a week. I messaged them and let them know that I was going to miss my dose if they ship it too late, they gave me the option to send it to my local pharmacy so I can get it right away. I agreed. It’s been days and they have not send the prescription to the pharmacy and they cancelled the shipping they were going to do. I keep messaging them for updates and no response. Today is the second birth control pill I miss thanks to this…Nurx used to be so great, I’m not sure what’s going on with them now…

## App Name: nurx-birth-control-delivered

2023-01-27 03:08:57

DoingGodsWork33

This whole App/System is a joke

If I could give no stars I would, this whole app is a joke. I wouldn’t even be shocked if the doctors/consultants weren’t even licensed. They prescribed the worst medication for my acne and it made me break out in blisters; they were unresponsive when I voiced my concerns and then CHARGED AND SENT ME the same prescription after I voiced my issues and REFUSED to refund me the $181.00 for the prescription I could not use. I would NEVER USE THEM AGAIN OR RECOMMEND THEM. And everyone writing good reviews on here are straight capping. They are unprofessional, and overpriced.

## App Name: nurx-birth-control-delivered

2023-01-19 15:43:39

Silver0091

Previously good company fallen off

I’ve been a customer with Nurx for years. It was a worry for me at first that everything was app- and chat-based, but they were quick to respond and always took care of any issues that cropped up in a timely manner. Now, that has completely changed. Their pharmacies are changing the expiration dates on birth control packaging, I asked about this because I was sent one \*in pen\* that claimed to expire in 4/2022… when I recieved it in 12/2022. It took them over a week to reply to me and say they “wrote the wrong year.” I had already thrown it out at that point, not trusting something that may be expired. I then asked if they could expedite my next refill. They responded by cancelling my refill and suspending my account… and then told me they noticed the next refill was not being filled and asked if I’d like it sent to a pharmacy. Why on EARTH would you cancel an Rx I just asked to be expedited?! And then tell me it looks like the next refill has been cancelled?? Absolutely wild. I am in the process of trying to close my account with them now, maybe it’ll be another week until they deign to reply!!

## App Name: nurx-birth-control-delivered

2022-12-02 20:33:04

laceyjanemartin

THEY WILL KEEP INCREASING YOUR BILL!

Continued to up my prescription price, it started at 2.98 the first month, 65.00 the second and then 90.00!!!!!! I had to cancel and couldn't get ahold of anyone over the app, they would hang up in my face when I called the help line!

## App Name: nurx-birth-control-delivered

2022-11-16 21:08:56

Sam the gay

Very Late Deliveries

Pros- The app is easy to use and is really helpful when you can’t afford to be going to a dr’s office often or get to pharmacies easily.   
Cons- For the last 2 renewals of my medication they’ve been 1+ month late. I use birth control for mental health reasons so while I’m not at risk of getting pregnant this means that through their inconsistency I have extreme symptoms that greatly impact my life. I really wanted to like using it and I did at first but clearly some change happened for their clinical team having such a large case load that it takes that long.  
  
Next refill 10/10/2022 - It’s still in review with their care team 11/16/2022  
Last time should have been renewed - 7/1/2022- Processed 7/17/2022 - Delivered 7/24/2022 almost a month late   
  
This process needs to seriously change if it’s been an issue for 6+months.

## App Name: nurx-birth-control-delivered

2022-10-19 17:27:20

hottie523

Terrible

Absolutely terrible customer service, I paid 20 dollars for the consultation, then I paid 45 dollars for the birth control, and they cancelled the birth control and won’t send it to me now, absolute waste of money.

## App Name: nurx-birth-control-delivered

2022-10-08 03:31:29

mackenzieashbrook

AVOID - TERRIBLE SERVICE

I signed up for Nurx 3 weeks ago. I had previously been using Lemonaid for a few years. I saw Nurx was a bit cheaper so I wanted to try. The $20 savings was absolutely not worth it. It’s been 3 weeks and I still haven’t received my prescription. They prescribed it after 2 weeks of waiting for them to get back to me, and then it said “processing” for another week. I called this morning to see what the issue was and all they had to say was “it got stuck.” I asked them to send it to a local pharmacy and they said they did and here I am 12 hours later and the prescription still hasn’t arrived to my pharmacy and of course Nurx isn’t responding to me. At this point I’m out of my medicine.

## App Name: nurx-birth-control-delivered

2022-09-12 05:38:33

Hannersnersners

Very bad communication!!!

The first time I used this app it was smooth sailing for my birth control. But since then it has been awful! Multiple people are getting back to you when you have questions instead of the same person who was handling things in the first place so information isn’t passed on and needs to be repeated or the situation is somehow misconstrued.What should be a simple process has become extremely frustrating. All I wanted was to have prescription tretinoin sent to me from nurx and instead they re-prescribe me already filled birth control and charge me for it. When I was done fixing that situation someone else took over handling my tretinoin prescription. I again told them I wanted the tretinoin from their pharmacy instead of mine because mine was more expensive, but they went ahead and sent it to my pharmacy!So I canceled that and now someone else is helping me. This is beyond annoying

## App Name: nurx-birth-control-delivered

2022-07-28 04:26:58

Tenaj25

SCAM

I have experienced the worst customer service with your team and want to   
cancel my order. From the beginning, your team has failed to be responsive   
and even when they were they completely failed to acknowledge my concerns.   
I used my insurance to cover my acne medication, but I received a   
notification from your team notifying me that my insurance was terminated   
which was not the case. My insurance even called your office and confirmed   
that there was an error on your part because your employee failed to   
correctly input my information. After that call, I received a notification   
that my insurance was indeed covering the medication and I was only paying   
a small out of pocket cost which equated to less than $20 which was fine   
with me. However, I was still missing the tretinoin so I attempted to   
contact your team again and instead of assisting me you charged my card   
full price for all three medications which I did not consent to.the charges   
amounted to almost $300. I asked on various occasions to cancel my   
prescription before it shipped. I attempted to call on several occasions as   
well and failed to ever reach a representative when I was on hold for over   
30+ minutes. I barely heard back right now and received a message that did   
not even answer or acknowledge my requests. please cancel my membership. I   
cannot afford to pay full price for these products.

## App Name: nurx-birth-control-delivered

2022-07-12 03:17:04

aaaassasssssssss

Big no no

I’ve tried to get cold sores meds 7/4/2022. Today is 7/11/2022 and no meds shipping status at all. Who wanna get this stupid app for health care. Even I Text inquire, it takes 3,4 days for replying. NO RECOMMEND

## App Name: nurx-birth-control-delivered

2022-07-02 14:07:15

<Maddiebell>

Forever to respond and Incorrect Ordering

I originally opted in about 2 weeks ago. I did not get a prescription written for at least a week. Then we had issues ordering because I had cancelled my credit card. I was originally going to be charged $20 because it was billed to my insurance. Once I put an active card on the account, they reordered without billing insurance so I was charged $129.60 without confirmation. Not to mention, they shipped it on a Saturday morning and their service line is only available Monday-Friday. I really hope they are able to refund me if I send it back, Ive had enough of this service. I keep trying to give them a chance but I have been disappointed all week. Very poor service.

## App Name: nurx-birth-control-delivered

2022-05-27 11:56:10

JakeBostonMeNow

Horrible Wait Times for everything

I saw this service while searching for Acne Treatment and decided to give it a go. First off the ads are misleading stating it would be free with insurance (it’s not). I also received a promo code for $40 off, that appeared to work up until payment submission and failed. It took 4 days for customer service to respond and didn’t resolve the issue.   
  
Worst of all however is waiting for your “visit” to be reviewed. They claim it could take about a week but “typically a day” was more common. I submitted a visit 3 weeks ago and I’m still waiting. Their customer service gives the same response when I check in “we are making sure each guest receives the attention they need…” what?! I recommend going with another service. GoodRX is instant.

## App Name: nurx-birth-control-delivered

2022-05-25 00:42:13

Cool Kid's Mom

RRUUUUUNNN AWAY!!!

If you can wait 2 to 3 weeks then this is the app for you. Lack of communication is an understatement.Sent two messages, no answer. Initial request was on May 18 at 7 AM. Still nothing. Finally called Customer service you can’t escalate and there’s nothing more they can tell me. We’ll see how long it really takes for this process from initial request to an actual delivery. Luckily I’m not in a rush but I thought this would be quicker than the traditional route. Go see your doctor, get a prescription and have it filled at a pharmacy. This app and service is a waste of time. 3 to 5 days, is a joke! We’re at five business days and nothing.

## App Name: nurx-birth-control-delivered

2022-05-18 15:55:38

MaisyChaser2017

Very disappointed

I actually used Nurx back in 2019-2020; I liked it! Their services must have changed because it’s taking 6+ days just to get my prescription for my regular birth control approved. I am pretty desperate at this point and they’ve already taken my money. I don’t have this much time to wait and I don’t know when they will eventually approve my meds. Even when they do, they’ll take 3-5 days to ship to my home… and I’ll be out of town. So I don’t know what to do at this point.

## App Name: nurx-birth-control-delivered

2022-04-14 03:12:42

anikasonline

Bug

Idk what’s wrong with the website, but any time I try to log in, it says it’s a wrong username and password when it ISNT. I also didn’t get any type of confirmation email of my order. What kind of customer service is this.

## App Name: nurx-birth-control-delivered

2022-04-06 17:56:28

misleading patient care-beware

This company lies and misleads patients

This company failed to inform me on multiple occasions the tretinoin I wanted to get that they wouldn’t run it through my insurance that have. My copay is $10. After they charged me $90 I noticed them immediately and said I had insurance. They lied to me in the beginning and told me they didn’t see my policy in the system which is why they didn’t run my insurance. Then proceeded to tell me they would send this order to me at their expense and refund me for the trouble. Weeks later I had no refund and after calling customer service for the third time, finally informed me that they don’t take insurance for this product. I asked multiple times why they lied to me to begin with and customer service was awful to me. I even asked why they didn’t allow to to cancel my order before it was shipped, or just be honest with me the first time, and all they kept saying was “it’s stated on our website we don’t take insurance for this”. Would’ve been nice for customer service to be honest the first time. Then they said once they charge me, I’m not allowed to cancel the order. Would’ve just went to my pcp and paid my $10 copay. Would never use these people again. Very misleading and unprofessional. Been a nurse for over 22 years. Horrible patient care. Go to your doctor for healthcare.

## App Name: nurx-birth-control-delivered

2022-01-14 03:33:47

ashleeee

Do Not Get This App

I was really hoping for a positive outcome when downloading this app, as I was in desperate need of medication and needed it quickly, as the app promised 1-2 days.  
  
5 days pass, and it still says processing, so I send a message to check on it. Someone writes me back and tells me very casually that it was “stuck on the queue, and must have been missed.” Mind you I have been living very uncomfortably without the medication and was not a casual situation.  
  
They say they’ll refill it and send it immediately. 3 days go by, and I get another message that insurance will not approve it because it shows that it was already filled, and that I have to wait a month. After they’ve already taken my money and dragged me along for over a week for something I desperately needed.   
  
Choose any other app than this if you need something urgently.

## App Name: nurx-birth-control-delivered

2021-09-17 12:56:41

oxziez

Waste of time

I used this company before in 2020, I wanted to get birth control again and I’ve ordered tri-sprintec. My order have been processing since August 30th 2021 and now it’s september 17 2021. Ridiculous wait time and I’ve already paid for my medical evaluation for my recent order and now their making me pay it again but I refuse to pay.

## App Name: nurx-birth-control-delivered

2021-09-15 23:31:21

asiifnlxhj

Worst customer service ever

This is the worst customer service I've ever had. I'd give them 0 star if I could. First of all, they changed my routinely taking birth control pills to another brand which is at cheaper prices for no reason. Secondly, I uploaded my ID and insurance card to make sure they'd reach out to my insurance company for reimbursement. The first time they dispatched my pills they charged me for $45 and I was surprised because my insurance company has been covering the cost for birth control pills for the past two years. So I contacted their customer service and they agreed to cancel that charge after a long and painful discussion with their technician. They also promised me that from then on they'll start charging on the insurance company. Until recently I found out that they've been charging me every 3 months for $45 and when I called them, they kept saying that it is my responsibility to contact my insurance company for reimbursement. They don't even care when the customer doesn't want to continue to use their services.   
  
Overall I don't think it's worth it to pay 15$ membership fee to Nurx. You can definitely get into less trouble if you choose somewhere else, especially that you need to take the pills regularly. It's more that frustrating when you get into trouble with getting them, given that their customer service responds slowly and non-proactively. It seems like Nurx has put a lot into promotions or advertisements other than satisfying their customers. I honestly don't know where all the reviews come from, but hopefully my review would help those who're still trying to make a decision.

## App Name: nurx-birth-control-delivered

2021-08-07 15:54:41

noname18

Watch your providers title

Downloaded to get some skincare solutions. When I was messaged by my “provider” I noticed that she is not a board certified dermatologist, in fact she’s not even an MD. Yikes. Skincare is pretty specialized. This app is a great idea in theory but if they’re not going to give us doctors who actually know what they’re doing what’s the point? I’m looking to save time by using an online service, not to skirt the quality of my care.

## App Name: nurx-birth-control-delivered

2021-03-30 15:30:18

Hefferfeffer

Horrible company with rude employees

They take forever to respond and it’s always a different agent who doesn’t bother to read the previous messages so they know what you need. I once waited 8 days for a response on a very important question and had to reach out to them through social media to get a response. And then they are super snarky and rude to you. They are also super expensive if you don’t have insurance. I found the same birth control from a different company that was half the price. Instead of paying 60 for 3 month supply, I’m paying 31.99. Please stay far away from Nurx.

## App Name: nurx-birth-control-delivered

2021-03-03 15:05:34

LadyA-

Dizzying nightmare

I’m not sure if it’s the company and staff or the App itself but their assistance and reply times aren’t nearly where they claim to be. Messages go unanswered and if you have a promo code it doesn’t work in the app. Also, unlike the website, you can’t just delete a coupon code, you have to start your medical submission from scratch.   
  
Terrible customer service. It’s been four days and I’m still going back and forth...or rather, been waiting a whole day for a response to my last correspondence. Smdh.

## App Name: nurx-birth-control-delivered

2021-03-03 04:37:30

hiddenslothers212

Heard good things but disappointed

On the 13 of February, I had talked to a clinician. She seemed very promising, answered all my questions, all was going well. She told me to wait about 2-3 business days for a notification saying my birth control would be processed. I gave it about 5-6 days before contacting them. Someone by the name of Kenneth had responded making it seem as if he had figured out the situation and told me that it would get sent out after approving a payment of $59 after already paying $15. It was understandable considering they prescribed me with a specific brand, but then that ordered also ended up getting cancelled. On the third try, I had gotten a notification asking me to approve of a payment of $179.50. I messaged them asking why the price was so high and got no response. I talked to clinicians for the Planned Parenthood app and they shipped my pills the same day I had started spoken to them. Keep in mind, I had asked for a specific brand and they had still made it happen the same day. Again, I heard very promising things, I tried to give NurX the benefit of the doubt but I dont think it was worth waiting 3 weeks to end up not getting my money back and no birth control! 😀👍🏻

## App Name: nurx-birth-control-delivered

2020-08-04 12:56:31

I.lovetrains

“5-7 business days” before they answer your questions!

I never write reviews. But I really feel like these app is not delivering what was promised and it’s pissing me off. No wonder they have 3.2 stars.   
  
On the ad I saw for it, which is the reason I downloaded it, it said I would be able to get all my questions answered and get help along the way if I needed it.   
  
I didn’t think I would get messages (3 hours later) saying “we will respond in 5-7 business days”. Save your money! Every time I’ve needed a question answered I’ve had to find out myself and then noticed I have an answer from them like 5 days after I needed it.   
  
Don’t waste your money. Choose a different app.

## App Name: nurx-birth-control-delivered

2020-05-25 03:59:34

AvoidNurx

Good idea poor execution

I’ve been using Nurx for 2 years and I renewed my 3rd prescription from them. Each year they mess up at least 3 times. They either forgot to ship the pills (2 months late until I contact them), or completely mess up the prescription. I renewed my most recent one in March 2020, and picked up the first refill in March. Two and half months later when the renew date came up, pharmacy told me they can’t refill because there’s no refill left and they didn’t get approved from the doctor. In the app the system shows expired 04/2020, but when I click to open the prescription it states it’s good until 03/2021. Customer service took 3 days to reach back with no solutions whatsoever. Now I can’t even go to a local doctor to get a solid prescription because the one Nurx gave me is good until 2021 and I’ll be considered doctor shopping. No pills for 10 months.

## App Name: nurx-birth-control-delivered

2020-05-20 07:04:32

420bri96

WORST BIRTH CONTROL SERVICE EVER

I figured since this service was available i should try it out thinking i'd do myself a favor in not having to deal with doc appointments and such. BOY WAS I WRONG. As soon as you sign up for a "consultation" (via email/app) they take $15.00 just wait WEEKS for a simple yes or no! NOR DO THEY GIVE YOU AN IDEA OF WHAT TYPE OF BC YOUR PENDING "CONSULTATION" is for.   
🗣🗣SERVICE CHARGE -🗣🗣 YOU CANNOT REMOVE YOUR CREDIT CARD THROUGH THEIR WEBSIT/APP ACCOUNT AND THEY CAN/WILL KEEP CHARGING YOU FOR ANY SERVICE STEPS THAT YOU MAY NOT EVEN BE AWARE OF - NO ARE YOU ABLE TO DISABLE "PENDING CONSULT" --- YOU WILL HAVE TO EMAIL OR TEXT THEIR SERVICE # FOR ACCOUNT DISABLE. I CANCELED MY PENDING CONSULT AND NO LONGER WILL DESIRE THEIR SERVICE. 🦋🦋ThePillClub is where its at. SERVICE IS EASILY UNDERSTANDING AND 100x MORE PROFESSIONAL - THEY HAVE THE BEST CUSTOMER SERVICE!!!!! THANK YOU PILLCLUB 🦋🦋

## App Name: natural-cycles-birth-control

2023-11-28 02:02:32

emmasveal

Bummed out

I liked the thought of natural cycles when I went off of hormonal birth control last year due to depression. Over the course of the year my periods were so irregular, natural cycles couldn’t predict anything (which is fair my body was being weird), so I stopped tracking with it. I started gaining weight, growing facial hair, and has crazy acne and was quickly diagnosed with PCOS. I’ve been so overwhelmed with the diagnosis and nervous for what that means for family planning. I haven’t opened the app in months when I saw a charge pending for the $100 subscription in my account, I quickly cancelled my subscription (which I thought I had already as it hadn’t shown up on my apple subscriptions when I looked at it last month) and contacted customer support. They were not very helpful or very kind via email, I’m out the $100 and since I had already cancelled my subscription I don’t get anything for that money. I’m mostly upset at how rude they were in the email, I was hoping for some grace.  
  
UPDATE: I wrote a strongly worded email back (not something I do often and I feel a bit bad about) and have received a full refund - make sure to advocate for yourselves, this is obviously a reoccurring issue for many people.

## App Name: natural-cycles-birth-control

2022-08-03 12:04:13

esmith617

Unsure About Accuracy

So far, I’ve used the app faithfully for over a month. I take my temperature at the same time every morning as soon as I wake up. My temperature variation has been very low. I’ve even been taking LH tests on the days the app suggests it. Despite this, the app still initially got my ovulation date completely wrong. The app said I ovulated on July 15th, despite negative LH tests, but my temperature did increase. I trusted it and figured I would have had a positive LH test on the one day that was skipped for testing. I had green days from then on. However, I had symptoms of ovulation more than a week after—increased libido, changes in cervical mucus, etc. Once my next period came, I logged it, and the app recalculated my cycle. It’s now displaying that I ovulated on July 25th, which based on my symptoms, sounds more likely. That’s a huge difference, and the app was telling me it was safe to have unprotected sex while I was fertile. I’m going to keep using it, because it is only the first month. Perhaps the app just needs time to adjust to my cycle. Just keep this in mind if you’re using the app for the first time. Thankfully, I’m not using this as birth control yet. I’ll update if my experience changes.

## App Name: natural-cycles-birth-control

2021-09-28 13:09:09

DreaNY

Read the terms of service - no refunds

Not only is this product not 100% effective, as followed with my doc alongside tracking here, like other reviewers below, I actively check my subscriptions and had canceled (or so I thought) this app a very long time ago.   
Cut to now when I’ve been charged for a product I haven’t used in a very long time, and they blame “email being sent to spam” and claim I had not properly processed the cancellation on my end.   
This is an issue the company can resolve, but chooses not to. How convenient that there is a pattern of user experience that is confusing enough to where they conveniently get to charge our cards for services we don’t use. A business like this app should be drafting communications in their email manager to prevent being sent to spam. And even if it does get sent - why am I being charged for services which have not been rendered? This company needs to reevaluate how they audit utilization. If the user shows no data after 3 months, we should be actively informed of proper cancellation procedures, many times over (especially since they are not auditing email communications for spam).

## App Name: natural-cycles-birth-control

2023-11-17 16:40:49

HHannahHoo

Worst customer service

Wow worst customer service I’ve experienced. I was recently charged $99 for the new year subscription, which I was unaware of. When I reached out I was told that they sent an email ( I obviously never saw it) and basically that there was nothing they could do. I was told that I needed to cancel 24 hours before being charged. I expressed that I no longer need the app as I am pregnant and reached out the morning my card was charged for a refund and received no help or solutions. No understanding for my situation at all. So now I have a birth control app for the whole year, that I can not even utilize, how pathetic. For a company that prides itself in helping families become pregnant, I sure have not received any help and can now see that it is about money. I am extremely disappointed and will not recommended this app to anyone as I have not received any help at all. Most companies are extremely understanding of subscription services like this one, and go above and beyond to make sure their customers are heard and understood. I have never experienced this, a situation where I could not get my money back.

## App Name: natural-cycles-birth-control

2021-02-10 07:05:04

Kaspa7

Poor Interface (and thermometer is a hassle!)

I had high hopes for this app, but unfortunately I really dislike it. The concept is great, but I hate the user interface. Everything on the screen just seems so busy and crowded and I don’t feel like the flow of the app is intuitive and clear.   
  
Also, can they not make it so there is a thermometer that automatically uploads your temperature to the app each use? Given that you’re supposed to take your temperature right away in the morning, ideally when you’re half asleep, I never upload it right away. But if you are uploading your temperature later, the thermometer will show you the previous reading but only one time for like 3 seconds. So you have to enter it quickly, and if you remember to take your temperature but forget to enter it in before the next morning, then you lose that info. It’s all just a hassle.   
  
I love the idea of natural family planning and I really wanted to like this app, but it has been a disappointment. I wish it was more simple and had a more aesthetically appealing flow, and I wish the thermometer was a smart thermometer so it is less of a hassle.

## App Name: natural-cycles-birth-control

2023-07-12 22:30:31

Bama91122

Money Trap

I signed up a year ago and ended up not using the service. It has an automatic subscription renewal of $100 a year that I didn’t realize I was automatically enrolled in. After I was unexpectedly charged I looked up the refund policy and it says you can only cancel your subscription and get a refund if you cancel 24 hours before renewal. They say they send an email 60 days before the renewal to remind you but I never received one. I had completely forgotten I had even used the app or I would have canceled. I absolutely did not receive an email reminding me of renewal(unless it was sent and went straight to junk mail). The only reason I knew that I was apparently enrolled in auto-renewal was because I got a receipt email from the company (which got to me no issue). I contacted them about a refund and they said I wasn’t eligible as they had supposedly sent me a reminder email in May. I never received this email or I would have canceled it then and there rather than trying to deal with their terrible customer service. Do not sign up for this service!

## App Name: natural-cycles-birth-control

2024-04-26 03:49:56

Glutenfreecatsociety

Off to a rough start

I had a lot of hope in this, and after about 3 months I am rather disappointed. The app allows for very little self input when it comes to your cycle, for instance it would make sense for the calendar to start on the period (Day 1), to have an accurate day count, but I followed the instructions and did it after I stopped taking BC and everything is out of whack (example my cycle day 11 is now “day 1”). Additionally because it completely would not allow me to submit the first period (only options were “breakthru bleed” or “spotting”, this was neither -one of the heaviest periods of my life) the “algorithm” has my anticipated cycles WAY longer than it actually is (35 days vs 26- actual). Anyway I am having to interpret my own graphs and ignore what the app tells me because it’s not remotely correct. It isn’t a cheap product so for it being nearly useless from an algorithm standpoint it’s pretty disappointing. Thankfully I’m pretty aware of my cycle or it would be a dangerous situation.

## App Name: natural-cycles-birth-control

2021-03-09 15:56:12

Mab1217

If you want your TTC

TL;DR: If you want technology to add stress to your TTC journey, use Natural Cycles.   
  
I really liked Natural Cycles at first. I learned a lot about my body and it’s patterns. However, it seems like their algorithm didn’t learn as much as I did. After 3 regular cycles, the app went haywire and told me that my current cycle was going to be inexplicably 5 days shorter. I emailed customer service about it, as it seemed this was a technical error, but they doubled down. This made it very confusing to figure out what day I should expect my next period because the app starting counting those days in my next cycle. The app told me that my period was late, which is not something taken lightly on a TTC journey. On the day that my regular period typically starts, the app told me that I should take a pregnancy test and that they were “keeping their fingers crossed for me.” I emailed custom service about the issues and their response was to hide behind the algorithm unapologetically and to stress the “importance of measuring to our guidelines”—the assumption being that I wasn’t. Maybe it works for some people, but it didn’t work for me.

## App Name: natural-cycles-birth-control

2024-01-17 08:10:43

DaniLea\_AZ

No way to enter temp manually upon initial set up

I downloaded the app to check it out. The initial set up only offers three options for taking your temperature: use their proprietary thermometer, oura ring, or an Apple Watch. You have to pick one of these three choices and they each take you to a payment option screen. There’s no option for entering your temperature manually or importing it from Apple health. I already have two bluetooth thermometers that upload to a different app that will import into Apple Health. I can also just use them without the Bluetooth function with Apple Health or other period tracking apps by entering the temp directly if need be. There’s no way to even tell if you can directly enter temps into this app without paying for some kind of subscription. I’m not going to pay for an app without being able to test its basic functionality. It’s totally unnecessary to have to select one of those devices before being able to anything in the app. Immediately deleted.

## App Name: natural-cycles-birth-control

2023-01-24 19:44:25

Cheesehead41

Do your research before spending your money

I wish I would have done more research before dropping a non-refundable $100 on this app and here's why. 1) I thought the thermometer automatically updated into the app via Bluetooth and it doesn't -- I guess it doesn't claim to do that anywhere but with all the fancy advertising I guess I figured it would 2) the thermometer is a horrible UI. Beeps are insesent and loud, no back lightning to handle in the dark, and the storage of your previous temp is shoddy at best. There are cheaper and better BBT thermometers elsewhere. 3) this app is marketed in a way that I find predatory and wish I wouldn't have fallen for it 4) this is glorified rhythm method dressed up to look like FAM method. Rhythm method is notoriously incomplete. The marketing doesn't disclose the difference. 5) the green days change after the fact which is horrible and confusing. 6) I now know two people who had unwanted pregnancy as a result of using this app.

## App Name: natural-cycles-birth-control

2021-05-06 11:05:23

Cakejemo

Annoying app, offensive Instagram

This app will give you multiple notifications a day. Even if you have your notifications turned off, there is always an increasing number of notifications in the form of silent bubble numbers for you to read these redundant messages on how to correctly measure your temp and what the female anatomy is. I find it anxiety producing, just seeing the number of messages constantly there on the app.   
  
Additionally, they just posted a pic of Billie Eilish to their Instagram feed. I don’t consider this entertainer to have a positive message for women. Nor do I want this type of forced consumption of pop culture coming up in my feed. Coming from my fertility and menstruation tracker app, this is bizarre and a serious violation of my peace of mind, and it is 100% unnecessary.   
  
I have cancelled my subscription and am deleting the app. Good riddance. There are many other similar apps that no doubt won’t leave me a thousand messages a month and aren’t trying to be cool. Moving it along.

## App Name: natural-cycles-birth-control

2022-12-13 03:35:20

Sarah92887

Don’t bother if using Oura ring

I didn’t want to take hormonal birth control after having my first. I already had an Oura ring and got the notice that Oura had joined with natural cycle so I was eager to give it a try. I logged my first withdrawal bleed and everything was great. After getting my first period I logged it and then all of my data disappeared and it was like I was starting from scratch again and it’s waiting for me to log my first withdrawal bleed again. I reached out to customer service to find out what happened and was told that this is an issue with how the data between Oura and natural cycles is shared. Whenever you log a period it wipes all previous data. So essentially, this app is worthless because it will tell you every day it cannot confirm ovulation until your first period, but when you log that period, it loses everything. They also said they don’t know when it’ll be able to be fixed. Very disappointed that I spent money on this.

## App Name: natural-cycles-birth-control

2023-08-08 23:41:37

Customer service who

Needs work

Honestly pretty frustrated with the app. Seems to have lots of technical issues to work through. Bought a Gen 2 thermometer and they send a Gen 3..no problem even better. Except for there is no way to pair it to my device. The app doesn’t recognize Gen 3 as an option even. Tried doing updates and poured through “common questions” in their “customer service” area. Also was told after buying a second thermometer that you can use only one. No switching back and forth. Which leads me to my one star rating. Customer service seems to be nonexistent. If you have an issue your only choice is talk to a bot in a “chat” it goes no where and then they say customer service will contact you in 24 hours. Then nothing. Who doesn’t have a help line? This could be cool but is not established enough.

## App Name: natural-cycles-birth-control

2021-09-29 06:52:20

Hennhe

Only for the early birds….

This app is definitely for the early risers. You’re required to take your temperature LITERALLY as soon as you wake up and lay perfectly still until you hear the piercing loud beep of the thermometer and then pry your eyes open in the dim morning light to read your temperature and enter it in your phone. I tried it for a few weeks and I just can’t. I’m not a morning person and neither is my husband…the beeping actually wakes him and the dogs up anywhere from 5-6 when I wake up and they can’t fall back asleep or he gets very restless sleep and when he does wake up he feels more dead than ever. It’s the same with me. I think this alternative is perfect but the volume,Dim temperature screen, and requirement for basal temp as soon as you wake up just doesn’t work for me.

## App Name: natural-cycles-birth-control

2023-07-26 14:23:04

Scrambledwhale

DESIGNED TO STEAL YOUR MONEY

Do NOT use this app! First of all it’s so difficult and inconvenient to use. I switched to using Clue which is WAY cheaper and just as effective and only costs $10 per year for premium without any of the hassles and is literally scientifically as effective. I canceled my subscription on Apple but they STILL found a way to charge my FROZEN card $100. Customer service is TERRIBLE, there is non only a chat robot which tells you no refunds are available. I’ve never had any trouble getting a refund back for an online service I would not be using let alone on an UNAUTHORIZED CHARGE which you can’t explain because you’re talking to a robot…… No reminders, just sneaky and predatory unauthorized charges. I don’t trust this company and will never be purchasing from them or recommending them again. I HIGHLY recommend you steer clear.

## App Name: natural-cycles-birth-control

2022-07-25 20:07:43

sheraalee

Predatory Trial Practices

Do NOT download the Natural Cycles app unless you put a reminder in your phone to cancel during the trial period, because they do NOT send a courtesy email to remind you you’re about to be charged.   
  
Predatory practices using their trial (they said they sent me an email 7/11 but my trial didn’t end until 2 weeks later) plus they said they offer no refunds. I read their reviews in Apple and this is what they do - I’m not the only one.   
  
I looked through my emails AND THEY NEVER SENT ME A COURTESY EMAIL!!! If they did, I DID NOT RECEIVE IT IN MY INBOX OR SPAM.   
  
This company must not be doing well to be charging folks and offering no refund when they can clearly look and see their app wasn’t even used during the trial and/or that the customer doesn’t want to utelize their app.  
  
Customer service is passive aggressive. Whoochile, just disgusting. Plus who knows what they’re doing with your data. Grab a cycle journal instead.   
  
Not my style to leave a review like this but wow, I’m floored by how terrible my experience with NC has been.   
  
I will definitely come back to update on the experience after their bot responds with a “email is here as we’d like to hear more from you” email, and I reach out…

## App Name: natural-cycles-birth-control

2020-12-27 18:54:57

alisannoyed

Horrible refund and cancellation policy

I purchased a year subscription last year on Dec 27 not knowing it would automatically renew. I got pregnant this august and stopped using the app after putting in the data that I had become pregnant. This morning I get an email saying I’ve been charge for another year. In their refund and cancellation page it says you will not be refunded once you are charged. It also says you should get a reminder email a month before you get charged “so you have a chance to cancel”. There is no other email from natural cycles besides the one a year ago that has my receipt. I have emailed customer support and really hope I will get a refund. It’s ridiculous to get charged $90 without knowing a charge is coming and no email being sent out. What a scam. They can see I haven’t even used the app since I got pregnant.

## App Name: natural-cycles-birth-control

2022-03-03 16:59:43

christylovenyc

Thermometer is terrible!

I was extremely disappointed in the thermometer and customer service. The thermometer is not special, it just has an extra digit and beeps loudly. The same thermometer is available at your local pharmacy. You are instructed to take your temperature in bed while you are still laying down…if you are an early riser you will not be able to see what your temperature is in the dark because there is no light. It will beep very loudly and wake your partner up. When I contacted customer service they advised me they have a very strict cancellation policy. There was no regard for my concerns as customer and I was just given a cooperate response. A company that is supplying a tool for birth control and fertility should have more compassion for its customers needs (Especially for $90 annually) Would not recommend.

## App Name: natural-cycles-birth-control

2023-02-06 04:38:58

SamanthaMarshall320

New Thermometers Don’t Work Reliably

I should start by saying - I used to \*LOVE\* Natural Cycles and have recommended to many friends. I have successfully prevented pregnancy and also gotten pregnant twice (experiencing one miscarriage) using the app.  
  
After returning to the app twelve months postpartum, I realized I had lost my thermometer and ordered a new one. The first product I received was broken, and customer service promptly replaced it - however, the second thermometer is also faulty. The device constantly reads “Lo”, or anywhere between 93-97 degrees on the first reading after my longest stretch of sleep. (Anything under 95 would mean I have hypothermia.) Having used the app successfully for a long time, I know I’m not taking my temperature incorrectly.  
  
It’s disappointing how obvious it is that this is a cheaper thermometer than they were providing a few years ago. Without a functioning basal body thermometer, I’m out $15 for the thermometer and $100 for a subscription that doesn’t work without reliable measurements.   
  
Customer service has been prompt to respond to my emails, and very courteous, but I’m not sure how they fix a product issue that’s clearly out of their hands.

## App Name: natural-cycles-birth-control

2020-10-20 15:21:25

Moniquitachula

TERRIBLE-DON’T WASTE YOUR MONEY

Absolutely terrible. The algorithms are useless– my FREE app was better at predicting ovulation (confirmed by LH tests); this app would say I was ovulating and then change the prediction for one week before?! Even AFTER I input the positive results from an LH test it still predicted my ovulation 10 days later, which is impossible. It doesn’t even predict my period on time. My free app, FLO, is much more accurate. And as a bonus in terribleness the thermometer they sent was low on battery when I got it. I reached out, but then it seemed to be working normally; now, 4 months after getting it, the battery is almost dead and it won’t read my temp. Additionally, thermometer is LOUD so pretty hard to take temp while your partner is sleeping right beside you. They had a great idea, but this needs A LOT of improvement. I wouldn’t spend money on this.

## App Name: natural-cycles-birth-control

2023-01-24 21:38:12

Julia LF 91

UX

Can’t speak to the data and prevention side of things because I haven’t been using this long enough but dang.. the symptoms tracking is very limited in here… no mention of GI symptoms at all. I’ve used Garmin and even free apps to track cycle symptoms for years because it helps me cope for those tough PMS times and this just says “PMS” as a symptom (even though PMS is so different for all people who menstruate). I wish I’d kept my other app before switching to this one. Reached out o support and they said “We will pass your feedback along.” I used a 99¢ app for YEARS that let you add symptoms to track. You’d think an app where you pay $99 would allow for something similar. Again, this is not about the pregnancy prevention/family planning. Just user experience.

## App Name: natural-cycles-birth-control

2022-03-05 18:38:02

Charletsiete

Inaccurate - no refund

Be careful before you purchase an annual subscription. There is no refund, and about 6 months in I found that the app was completely inaccurate and the reason I was missing my ovulation period completely. After not getting pregnant for 6 months I consulted my doctor who informed me that I was ovulating a full 10 days sooner than predicted. I hadn’t ever been able to log a positive LH test and now I know why, I wasn’t even close to when the surge happened. I’m frustrated that I paid for the year when I will be deleting the app.   
  
Also the thermometer that comes included is literally the worst on the market. Annoying beeping, doesn’t store the temp always, screen isn’t backlit and sometimes takes like 2 mins to think.

## App Name: natural-cycles-birth-control

2023-11-20 14:14:22

Vudfjfhmd

Crappy thermometer

The thermometer is so janky for what they charge. It should have a dim back light on the screen the entire time. when you’re using this thing in bed, you can’t read the screen at all because usually your bedroom is dark. Then the worst part is it takes a while for it to take your temperature, and then it also makes a long loud beep when you’re done! So if you want to wake up your partner in the bed with you -here ya go! Also it takes a while for it to connect sith the app, and the app is not very user friendly. Too many alerts and pop ups. I’m shocked another brand hasn’t utilized this concept in a more convenient way yet. This app should be $10, and they pretend like their thermometer is worth $50- hilarious.

## App Name: natural-cycles-birth-control

2021-12-07 20:48:56

zheying0314

Difficulty changing from pregnancy to TTC

I have been a longtime user of this app and have been reasonably happy with it until this week. I unfortunately misread a pregnancy test and thought I was pregnant for a day and added a positive pregnancy test result in the app. When I realized my mistake the next day, I changed my positive pregnant result to a negative result in the app. For some unknown reason, the app automatically assumed that my period was starting the next day, when it did not.   
  
Now, all future predictions will be a couple days off which is really annoying. Given this bug, I’m probably going to try another option on the market which is shame given that NC has all my historical data.

## App Name: natural-cycles-birth-control

2024-04-07 15:07:31

Jeanni Beanni

NC/Oura is a Money Grab

Edit:  
After using this app for two years and abiding by the green/red days, I got pregnant. Super not happy about that.  
  
I really liked using NC with my TempDrop armband. It broke so I looked in Oura. Firstly, only $40 off? It’s 299+ originally so that’s like nothing. And on the Oura website, you have to pay and additional $5.99/month to use the Oura ring after you buy it. AND you have to pay extra for anything other than the bare minimum 1 year warranty. Why even partner with them if I still have to pay extra for literally everything besides the physical device itself? It makes no sense and honestly is VERY scammy. Really disappointed in Natural Cycles.

## App Name: natural-cycles-birth-control

2023-01-05 02:59:39

@brookeafitness

Not worth the price imo

I think there’s plenty of free apps out there that do the same thing for free. The only reason I got natural cycles is because it syncs with the Oura ring and it super convenient rather than taking your temperature every morning. The app doesn’t allow to log additional symptoms like flow, mood, nausea, cramps etc. I personally have enjoyed other apps that do allow you to tag symptoms since having painful periods is something I’m hoping to cure with my nutrition and like to look back at the data to see if I’ve made any progress. I wish I canceled before the trial since I think it is very overpriced app for what it offers.

## App Name: natural-cycles-birth-control

2023-01-27 05:17:34

DontUseThisApp!

Promotes killing your children, nothing natural about that!

Found this app to aid in our natural family planning, we do not use birth control because it’s harmful to the woman’s body and it’s against our Christian beliefs. When we found out we were expecting, not trying, but not preventing, the very first thing this app tells you is how you can terminate your unplanned pregnancy (kill your child) and to seek the help of planned parenthood, and that there’s no right or wrong. THE FIRST PROMPT ON THE SCREEN. These people are responsible for the murder of 64 million babies to date. Nothing “natural”about starving out your child in the womb, inducing cardiac arrest and dismembering it, which is what abortion is. NO THANK YOU! These people are an evil bunch, run!

## App Name: natural-cycles-birth-control

2022-12-30 06:18:00

Rachel51842

Hard to use and inaccurate

The app is not user friendly and the predictions are very vague. I had it for 2 years and took my temperature daily and it said I could be ovulating anytime between day 8 and day 27. My period is very regular so I don’t know why it couldn’t figure it out. It wouldn’t give me green days until one day before my period. The thermometer they give is very inaccurate. When you get it, it says to measure your temperature three times. I did and it said the measurements were too far off so they sent me a new one. The new one was the exact same. They said this thermometer is bad, please order a new one for 15 dollars.

## App Name: natural-cycles-birth-control

2021-07-24 04:33:19

Wild26

Too much work

Apparently you need your sleep schedule to be incredibly regular, if it’s off by just two hours you can’t use the temperature... There should be a big red flag that says you can only use this if you already have your life and sleep schedule together and always will have it that way. There’s just way too much commitment for it to work well for me.  
  
ALSO, with how far technology has come, why isn’t the thermometer smart attached to the app? I shouldn’t have to punch in the temperature manually. There are baby temperature tracking apps that plug into your phone and automatically reads and records the baby’s temp into the app..pretty sure Natural Cycles could use the same tech.

## App Name: natural-cycles-birth-control

2020-05-12 14:04:21

Leighann breeze

FDA approved, not the best

I got this app almost immediately after learning it is FDA approved as a form of birth control. But after using it alongside 2 other tracking apps for several months, I just don’t feel like I can trust the natural cycles algorithm. The other 2 apps I use frequently agree and both accurately predict the start of my cycle at the same time, while Natural Cycles seems to be several days off (literally from the start of my period, an objective measuring point). I also find the help section and articles to be lacking. On the technical side, I really appreciate the “compare” view and the “3 cycle” and “6 cycle” views but the app otherwise has a long way to go.

## App Name: natural-cycles-birth-control

2023-01-10 05:10:38

V.V.❤️

Little to no service.

I’m so frustrated. I don’t know how but I accidentally put the wrong date in while monitoring my pregnancy. I ended up canceling the account because no one replied to me. I signed up again. It forced me to purchase another thermometer. (Which, whatever. I like the idea enough I can support it.) but I went back in and it put my date in wrong based one when it BELIEVES I conceived. Which was WAY off bc I wasn’t monitoring with the app before pregnancy. It is so important to have the right information. I tried to change the due date…NOPE. It loads and then puts the same one down. So frustrating. I have wasted $24 trying to make this work. I like the concept though.

## App Name: natural-cycles-birth-control

2022-08-25 17:42:04

Missrachissos

No support, take your money do not refund

I downloaded the app and I have been trying to use it. It requires you to get a subscription so I paid for it. It loaded, took the money from my account, and then brought me back to the main page saying I needed to pay again. I thought it didn’t go through so I did it again. I am now out $25 and still cannot access the app. I have tried everything they have suggested, deleted and redownloaded, tried to restore iTunes subscription (it says there are none despite paying twice) and I have been emailing support but they do not answer you. I just want to use the app!! Someone PLEASE help! And return my money please!

## App Name: natural-cycles-birth-control

2024-03-18 16:08:59

AndreaDunaway

DISHONEST COMPANY

I downloaded this last year but decided not to continue using it. I deleted the app and cancelled my subscription. However, I was just informed of a $99 charge to my account and was told that they do not issue refunds for subscriptions (which, first of all, within a reasonable time period of cancellation, they SHOULD refund payments if someone is dissatisfied with the app) and said I had not cancelled, when I did cancel. If a subscription still existed, it was because they failed to cancel it on their end after I requested cancellation last year.   
I recommend using a company that values their customers rather than stealing from them and then lying about it.

## App Name: natural-cycles-birth-control

2023-04-14 23:59:20

VAGColorado

The worst customer service!

These charlatans sent me a faulty $60 Gen 3 thermometer that never worked. After sinking hours of time and energy into trying to get it to function, the Gen 3 actually broke my app, which support advised me to delete and reinstall. Still the thermometer never worked. The company refused me a refund, and even failed to respond, twice, when contacted by the Better Business Bureau on my behalf. Did you know they have an “F” rating with the BBB? I’m not surprised. They rolled out faulty tech, received a ton of complaints, and did nothing to right their wrongs with loyal customers. I could never recommend using a company without integrity for something as important as birth control!

## App Name: natural-cycles-birth-control

2021-05-06 13:13:24

TyleeBritt

A good introduction to FAM but it can be very wrong

I subscribed to NC after becoming sexually active. I am not engaged or married, but I am planning on this partner being the last one I have. NC is a good intro to fertility awareness methods and fertility charting, but it’s just not great. Twice it has miscalculated my ovulation. Once, because my ovulation was delayed and another time because of an LH test. It does not really use any other fertility signs (cervical fluid and position) which are very important. Id suggest reading Taking Charge of Your Fertility and kindara for charting. Learn how you do it yourself so that you don’t have to rely on an app to guess at your fertile window.

## App Name: natural-cycles-birth-control

2023-09-08 18:35:39

TLG612

Wasted money on new thermometer

I’ve been using this app since 2020 and I love that I can use it instead of the pill but recently I bought the Gen 3 thermometer and I can’t connect it. So that means I spent money on something bulkier and no more useful than the product I already had. There’s no button to pair it which means adding my temperatures via Bluetooth is out. Also, there’s a dot in my app that won’t go away. I did research that said it might be a firmware update warning, but no button or message comes with it. If this all isn’t corrected then I guess I’ll have to try to get my money back.

## App Name: natural-cycles-birth-control

2023-01-03 18:33:31

SNJ2020

Not Worth the Subscription

Tested using other thermometers and the temperatures for the app controlled are not very accurate when compared with other body temperatures. Additionally, I could not input manually my cycle if it did not fall in where the app expected or didn’t expect so if yours are irregular (like after pregnancy) odds are you’ll have issues like I did. Finally, the company auto renewals and if you miss the email that has a HUGE chance of ending up in spam like mine apparently did you do not get a refund even if you request it the same day as the charge despite not using their system in over 6 months due to it being ineffective. Good luck.

## App Name: natural-cycles-birth-control

2021-10-15 05:45:01

crackerjack683

\*eyeroll\* It tells me I’m not fertile during my period

I had high hopes. I take my temp daily. And all it ever tells me is that I am not fertile during my period. I don’t know if it’s like this for everyone else. But I have been using it for 2 months and it basically never tells me I’m “not fertile” other than the 4 days of my period. It’s like, well duuhhh! I don’t need an app to tell me that. We’re using condoms because the AP is garbage. But I’m giving the app another month. If I don’t see any “not fertile” outside my period. I’m changing my review to 1 star because this app is otherwise worthless. No idea how it’s rated 5 stars

## App Name: natural-cycles-birth-control

2023-04-05 15:50:18

fbdheiebeudbr

Thieves

I downloaded this a year ago, used it for maybe 2 months, decided it didn’t actually work, and deleted the app. I got charged overnight last night for a renewal and I never got a warning or any kind of notice. Now I’m being told it’s too late to cancel it and get a refund even though the charge isn’t even fully processed…what horrible customer service. And of course you can’t talk to a real person, it’s all bots. Did some research into the buyers remorse law, and according to that they should give people the proper notice and issue a refund if that’s what is wanted. Very shady. Hope you enjoy the money you stole from active duty military servicemembers

## App Name: natural-cycles-birth-control

2024-01-25 15:55:39

jgrammar

Wish it had better calendar predictions!!!!

huge downside: it only shows your predictions 6 months in advance. This is a huge disadvantage for making future plans, weddings, trips. Other period tracker apps I use will show the calendars years in advance and are spot on. Would like to see this changed on the app!!  
  
EDITED: need better customer service!!! It’s so hard to get a hold of anyone through their “chat feature” it just gives automated choices that doesn’t match what you even need to ask.   
  
This app desperately needs to fix these 2 things then it would be good.

## App Name: natural-cycles-birth-control

2023-11-10 13:52:30

bekah\_93

Don’t let the reviews fool you

I never write reviews so the fact that I’m on here writing one… just use condoms. OR use your own darn thermometer and track for yourself. All your paying for is a $7 therm and an app that is so incredibly confusing to use. NC is the most disorganized, money-sucking, stress-inducing thing I’ve purchased in a long long time. I’ve changed up my routine, I’ve given this entire process more than enough changes to redeem itself. It’s expensive ($100 annual fee… yes it is annual and no they do not refund you) and worthless. Waste of money and not worth the stress. Please do yourself a favor and do not buy into this like I did.

## App Name: natural-cycles-birth-control

2024-02-21 15:42:51

Mabsmith

Tracking is lacking

Maybe it works better for period and ovulation tracking, but the pregnancy tracking mode is quite minimal and basic and makes me think the free Apple Health app is superior. You can’t edit the pregnancy start date (which appears to have been calculated incorrectly), and you can’t manually enter temperatures if you have them from other sources (even though it supposedly imports data from Apple Health). I was so optimistic for this app since they have FDA approval, but I think I’ll just skip it until postpartum and see if that experience is better.

## App Name: natural-cycles-birth-control

2022-09-21 13:39:50

LaurenSamuelsen

App is okay but thermometer is awful

The included thermometer is not backlit, so you can’t read it in the dark. It also beeps loudly and disturbs my partner. The memory function flashes the last reading for a split second before disappearing. Even in the light, the screen is hard to read. There have been so many days I go through the process of taking my temp when I’m half asleep only for it to be in vain. This method of contraception is complicated enough as it is. Why can’t we get a halfway decent thermometer and not make it any more frustrating?   
They advertise the Oura ring but it’s very expensive and I don’t wear rings, especially at night.

## App Name: natural-cycles-birth-control

2024-02-17 13:05:25

Le87654

Be aware of auto renewal

On the website they state they’ll send you a reminder email 30-45 days before your renewal date for annual subscriptions but they do not do that. They just send you a receipt after it has been renewed for the next year and refuse to offer any refunds. (Don’t make the same mistake as me!) I emailed their customer service asking them to help but they refused. All my other apps I have subscriptions for are very forward and transparent about reminding me I have renewals coming up but not this app.  
  
Update: after some back and forth with customer service they helped me resolve the issue. Thank you.

## App Name: natural-cycles-birth-control

2021-08-28 23:18:03

Camera noob

Absolute Worst Experience

I downloaded this app in August 2019 and used it for a couple of months and then forgot about it. I somehow had an automatic draft set up through PayPal’s to pay their ASTOUNDING $90 annual fee. I looked back through my PayPal charges two days ago when I happened to see the notification that I’d just paid $90 to something called Natural Cycles, an app I didn’t even remember getting. I then realized that I’ve been paying them for three years consecutively now and didn’t realize it.   
  
When I emailed them to ask about a possible refund (because I HAVEN’T BEEN USING THEIR SERVICES AT ALL) they told me no. I am absolutely outraged.

## App Name: natural-cycles-birth-control

2023-06-18 19:11:45

Laceyyyyx3

Disappointing

I got NC after using Flo for years because this app connects with Oura ring. I’ve been using it for a few months and I’ve found it to be incredibly inaccurate. I’ll literally enter a positive LH test and it will still try and say I ovulated a week later based on my body temperature? I have a very normal period and instead of predicting my period will start when it should, it will say 5-7 days later. I also like the UI of Flo much better and it gives more valuable tips and information IMO. Even though Flo doesn’t integrate with Oura, I’m still going back to that app because overall it’s so much better…

## App Name: natural-cycles-birth-control

2023-07-17 17:16:12

havebikewilltravel243

Terrible integrations with even worse customer service

My experience has been terrible— from the app telling me I was ovulating while actively on my period (truly, it said both were happening simultaneously), to the customer service representative telling me that was not happening even when providing screenshoots.  
  
Integrations with other apps like health completely break their system because it is unable to tell the difference between real and predicted data between apps. Only use this app without any integrations, including the Oura ring.   
  
Truly a terrible app. No clue how it has more than 4 stars.

## App Name: natural-cycles-birth-control

2023-06-15 15:54:12

sportsy101

Horrible customer service

Heads up to anyone who didn’t like/enjoy this service. The “customer service” here is abysmal. There is no phone number or real person you can actual talk to, just an automated bot. They do NOT GIVE REFUNDS to unsatisfied customers and what’s more, if you close your account but forget to unsubscribe, they do not warn you before charging your account to renew. I hadn’t used their services in over a year, hadn’t gotten an email from them in over a year, until the day they charged my account. There is no way to get ahold of anyone for real support. They don’t care about anything but your money.

## App Name: natural-cycles-birth-control

2023-03-14 17:40:08

Caila Van Scoy

Bad Customer Service

The app was good for basic tracking. I was looking for an alternative to birth control. It takes a lot of discipline and my partner and I decided we weren’t ready to make that decision yet. So, I stopped using it.   
I got unexpectedly charged for a renewal subscription and they claimed to have sent a email in advance. I never received so they said it went to “spam”.   
They refuse to refund you even thought you had no intention of resubscribing. I’ve never dealt with a company who refuses to refund you for something you didn’t intend to subscribe too.

## App Name: natural-cycles-birth-control

2022-01-21 17:37:12

ArcyDarcy94

Unplanned Pregnancy & Autorenewal Scam!

I used the app for 6 months before falling pregnant although it was used as a natural birth control option. Do not take chances if you want an unplanned pregnancy!   
  
 I am now 6 months pregnant and was auto-renewed for another $90 dollars. I tried cancelling the same day I received the invoice but customer service said it was too late. I explained my situation and the fact that I have no use for their app and do not plan to use it anymore as it has not been effective for me. They told me they could not refund me. It's upsetting that natural cycles almost scams people into paying for their product.

## App Name: natural-cycles-birth-control

2023-09-20 11:41:04

Kel\_Sauce

Disappointing ending

I started using NC in 2021 when I decided to get off all birth control. NC worked well, I had no issues over the time I was using the product. I am no longer in need of the product. I prepaid for the full year of 2023, cancelled in September and the hoops that NC wants me to jump through to get my refund for the unused months is absurd. They said since I cancelled my account via their app, they can no longer find my profile. In this day in age, that’s an insane excuse. Truly disappointed they are taking my money for the months I’m not using their products. Won’t recommend.

## App Name: natural-cycles-birth-control

2022-07-11 18:56:45

hill245lalaunhappy

Useless

If I could leave a ⭐️ review I would..   
Except oddly they don’t let anyone leave reviews . Fancy that!   
I wonder if it has to do with their total lack of customer support and their trash/ useless product.   
I was on this since July and found out I was pregnant in December .   
Having been using the app 💯 how they say to use it….   
 So finding out the app is useless I canceled in my subscription / app area on my iPhone.   
I get a notification this week (me 7 months pregnant) that they’ve charged me .   
No warning, nothing.   
So I contact customer support , tell them I want a refund and that I had already canceled..   
customer support proceeds to tell me I must’ve not used the app properly if I’m pregnant and that they can “help me” in learning! 🤯😡  
And will not refund me !!!   
I try to call customer service but they don’t have a number 🤬  
Save your money, don’t get your hopes up and use an actual prevention that works and NOT this

## App Name: natural-cycles-birth-control

2024-02-29 03:57:39

relram7

Glitchy and poor business practices… it’s a no for me.

I tried NC with the Oura ring, but the integration was clunky, glitchy and didn’t work. I returned the Oura ring, but wasn’t able to get a refund for NC since I’d paid for the year and only used it for one month. One year later, they again charged my card without warning, saying I hadn’t cancelled my subscription even though I had. I contacted them immediately only to be told that they don’t offer refunds on subscriptions, regardless of the circumstances. Very poor customer service and business practices, not to mention a glitchy app.

## App Name: natural-cycles-birth-control

2023-02-27 23:36:39

1246256273

No one to help

I got the ring which was working great at first and then all the sudden it wouldn’t sync my temperature anymore. No one from Natural Cycles or Oura could help me with this problem so I ended up returning the ring. now I can’t even put my temperature into the app at all manually because it keeps saying connecting to Oura I have tried to get help from the customer service and nobody gets back to me. It is very tiring. I don’t know why this company doesn’t have a phone number that you can call when this is supposed to be birth control! Nothing but frustration so far.

## App Name: natural-cycles-birth-control

2024-04-03 10:38:58

Bestdragonkeeperever

Not worth the money

This company is not worth your money. They send you products that are awful quality for a ridiculous amount of money and make it impossible to actually cancel your subscription. The same day I was charged for a new years subscription, I reached out trying to correct the issue with a response that their cancellation policy requires 24 hr notice. I tried to explain that I was under the assumption that my subscription was cancelled but they refuse to refund my money. I will not be using their services nor will be returning and advise you to do the same.

## App Name: natural-cycles-birth-control

2023-07-12 15:45:17

livefromtexas08

Shady rebilling practices

Requested to cancel same day of rebill. They are refusing. I am disputing with payment provider. A year of service subscription cannot be cancelled/refunded on the day it renews? Really?  
  
This app is silly. Competitor apps are cheap or free. I only subscribed due to them implying a smart basal thermometer to come; surprise, it’s a regular basal thermometer. I was already disgusted to have paid $99 for an app that brings nothing beyond what my other apps have; now to be force-rebilled is quite troubling. The only services that usually do that are the ones that can’t keep subscribers on their own merits.  
  
The one pro I will give is the app layout is visually appealing. The workflow for tracking, however, is not as seamless as it is in similar, more established apps. The basal thermometer is useless beyond anything you can get in a drugstore for $10.   
  
Fully disappointing.  
I was so excited.

## App Name: natural-cycles-birth-control

2021-12-28 01:26:12

Chrisi Kab

A good app is worthless without a working thermometer

I found the app very easy to use and very helpful. However after one month of using the thermometer every morning as required, the battery died. I paid $90 for a year membership. I could of unscrewed it and found a battery to replace it but for $90 put a darn battery in the thing that will last for a year. 3 months later I tried to replace battery and now thermometer doesn’t even work. Would not recommend.

## App Name: natural-cycles-birth-control

2023-08-23 04:19:08

Keep it real😂

Broken thermometer & No customer service

I was so excited about this I paid for the year subscription, got my thermometer, and it now isn’t working after two weeks. The screen is black and there’s no customer service contact information -no email. They have a chat room that ask you the same for questions without giving you any information or help. Incredibly disappointed,  
I was so so excited about Natural Cycles, and they have made it impossible for me to reach anyone about my malfunctioning thermometer.

## App Name: natural-cycles-birth-control

2021-05-31 07:43:21

Lindztp

The AI for predicting periods is faulty

I was having irregular and long periods earlier this year, but in the last 4-5 months they’ve been normal again. The app is still telling me every month that I’m predicted to have a 2.5-3 week period, even though my periods have consistently been 4-5 days for my last several cycles. I keep hoping it will give a more accurate prediction, but it’s been the same month after month. Definitely needs better AI. Bummed I paid for a year subscription.

## App Name: natural-cycles-birth-control

2024-01-31 20:28:37

Chasityyyyhwgejshsu

Doesn’t Help if you’re Irregular

I got this app with the hopes of conceiving a child. I have PCOS, so my periods are very irregular. I got an email saying the app adapts to your irregular cycle, including PCOS. This could not be further from the truth. 9/10 the app would say “more data needed” (I would answer the questions asked on the app everyday) or “inconclusive”. I’m definitely not spending over $100 for an app to tell me they don’t know what’s going on. Don’t let the makers of this app trick you into thinking they can help manage your PCOS, they have no idea what they’re doing.

## App Name: natural-cycles-birth-control

2023-06-23 04:10:58

Chelsii27

Do NOT get this app

This app is absolutely horrible! I paid $100 and it was such a waste of money. The free period trackers apps like Glow are WAY better. First of all, my thermometer never connects and I always have to enter manually. It doesn’t calculate my cycle correctly and will say I’m not ovulating until day 20 of my cycle. Are you kidding me?? Ovulation usually occurs about day 11. It predicts my period way wrong and doesn’t even factor my previous periods when my cycle is super regular. Im so mad i purchased this app and thermometer. Not helpful at all. Complete waste of money

## App Name: natural-cycles-birth-control

2023-03-14 03:48:00

joes hmoe1286648463

Got pregnant when I didn’t want to

I’ve been using this app for about 3.5 years in conjunction with birth control. 1.5 months after I stopped the birth control they gave me false infertile days, didn’t tell me until a week later and now I’m pregnant. And they won’t even refund me my subscription basically saying they never claimed accuracy and “green days” (days you aren’t fertile) are only recommendations. Felt like a cop out to me. I know they have been sued on this before but seems like they haven’t done enough to update the algorithm to me.

## App Name: natural-cycles-birth-control

2023-07-02 02:11:01

MariaLKJ

Terrible customer service. Subscription scam.

I canceled my subscription months before the renewal date but then got charged anyway. I haven’t used this app in months which I’m sure they can see it. Looks like they had a lot of updates during this time. They claim they sent the renewal reminder email. It probably ended up in my junk folder and I deleted it. It definitely never made it to my inbox. I contacted them the same day they charged my card but they couldn’t care less and refused to refund my money.

## App Name: natural-cycles-birth-control

2024-02-26 19:03:37

punky174

I can’t believe the FDA cleared this, would give 0 stars if I could

This is supposed to be an FDA cleared birth control app, and yet the customer service is TERRIBLE. You can’t get to a person for help when you have an issue. The chat bot will lead you through endless rounds of the same instructions to fix a syncing issue, which over and over again will fail to work. Then you are stuck waiting and waiting and waiting to hear from an actual person who will maybe be able to help you. Be warned.

## App Name: natural-cycles-birth-control

2023-09-23 20:13:03

cometandcheeks

Beware of thermometer included

I recently purchased a 6 month subscription through the FSA store and the thermometer that came with it was defective. You can’t read the numbers on the screen because the screen is too small (the tops of all the numbers are cut off). The customer service is extremely poor and they are making me buy a $40 thermometer to make up for their mistake. Combined with the fact that the whole thing is overpriced and over marketed makes me wish I could have my money back.

## App Name: natural-cycles-birth-control

2023-01-14 09:33:29

001110019101011

Couldn’t experience it.

Idk if it’s me but I don’t think you should pay a monthly subscription to track your health as a woman. I would rather you just say pay for my app then “we’ll give you everything you want to know for $100 by the end of the year!!!! If you even get pass the purchasing ofc!!”  
  
Just make your app not free for download? I don’t know how the creators get paid for it. But if it’s a luxury thing then I guess it’s not worth it ://. Just don’t waste your time. Make your app none available as it is.

## App Name: natural-cycles-birth-control

2022-02-13 00:04:21

Nastia n

Got pregnant after second month of using

I was very excited about this since none of the methods of contraception work for me. I have awful depression from oral, my uterus expelled my iud causing stabbing pain. I followed instructions exactly, I didn’t have mishaps, errors, and we used condom on red days. It’s been second month I’m using the app and I got pregnant. I really like the idea of this I do. But please know! The app doesn’t seem to account for irregular cycles. I assume my ovulation was a week late and that’s why I got pregnant. It’s devastating to be honest.

## App Name: natural-cycles-birth-control

2023-04-20 15:37:25

EscapeJeep

Thieves

I cancelled my subscription and they still charged me, and when I asked for a refund they told me they didn’t do refunds. Disgusting, from a company that’s supposed to be women centered you’re heartless disgusting individuals. Cruel to take money from people selfishly who are struggling. I do NOT recommend this company at all under any circumstances. They’re behaviors are insulting. Go to Ovia, go to Premom, go to anything else before you try this horrible program. Absolute thieves.  
  
Also that email they’re providing is fake it doesn’t lead anywhere.

## App Name: natural-cycles-birth-control

2021-09-26 14:57:20

MoFro89

Advertised more simple than it is.

I am in the beginning stages of using this app. In researching whether I wanted to try it I don’t remember reading anything about LH tests. Even when I began it seemed like an optional thing. But the app encourages you to take LH tests at a certain point in your cycle. You also have to take your temperature at a very specific time in waking up or it doesn’t work. I just think they advertised it to seem much more simple than it really is.

## App Name: natural-cycles-birth-control

2023-08-05 13:51:56

7575729/

Seems promising…

But the thermometer is too high tech to properly serve its one purposes as a thermometer. I would give up Bluetooth connection for accurate readings any day. Customer support did send a different thermometer and it works worse than the first one I had. I have been unable to get good consistent data with the thermometers provided. I am unable to get good cycle data from this app, so it isn’t serving its purpose. I do not understand how this was FDA approved.

## App Name: natural-cycles-birth-control

2021-11-25 12:56:12

aliengirk

don’t buy this.

this is absolutely not a reliable birth control method. first of all, it never was able to detect my ovulation and i was using everything correctly. you get maybe one week out of the month of green day’s and the rest of the time you have to abstain or use the pull out method. even following these instructions, i have an unwanted pregnancy after my first month of using natural cycles. it is 120$ a year and you have to buy the thermometer and LH tests, and it still doesn’t work. i’m so upset.

## App Name: natural-cycles-birth-control

2020-07-20 05:26:15

nica186

Scary

This app seems super creepy. I don’t like that it tracks super intimate data and I had to agree that the data becomes natural cycle’s. There is NO option to opt out of sending them your personal health data to this company I KNOW NOTHING ABOUT. If they were really concerned with just giving women information about their bodies, they wouldn’t be trying to mine your personal data unless you were comfortable with it.  
The more I explore this app the more concerned I am with the expedited FDA process they were given. It feels really invasive and paternalistic and controlling.

## App Name: natural-cycles-birth-control

2024-02-26 18:57:44

punky174

I can't believe the FDA cleared this, I would give 0 stars if I could

The support on this app is absurdly bad. This is supposed to be an FDA approved birth control, and yet you cannot get to a person to assist you when there are syncing issues with an external device. It will just lead you through the same instructions over and over again even though they aren't working. Then you are stuct waiting and waiting and waiting to actually get an email from a person to help you.

## App Name: natural-cycles-birth-control

2023-05-30 11:05:42

rebezina

Gen 3 Thermometer is Awful

Do NOT bother buying the new Bluetooth thermometer. I used it for about 2 months and it only worked as it should for 2 days. It did not take my temperature correctly. It did not always sync. It often did not have time stamps (which are required for syncing). And the worst this is this is all happening first thing in the morning. Now they won’t take it back or help in any way, and I wasted $50 on a terrible piece of tech that’s going straight to the landfill.

## App Name: natural-cycles-birth-control

2023-02-25 17:06:14

VickaMukhin

NOT FSA ELIGIBLE

I purchased this because it claims to be fsa eligible. I should have known that wasn’t the case when they made me use my personal card and not my fsa card. I requested a reimbursement through my fsa but because it’s a 12 month subscription they wouldn’t reimburse me. I reached out to natural cycles who ran me in circles saying I need to get a doctors note and if that doesn’t work I need to reach out to my insurance. I even asked if I could just cancel and they refund me but they said it wasn’t possible.

## App Name: natural-cycles-birth-control

2023-09-11 16:17:17

Jstaff2014

Not accurate

This app really doesn’t make sense. I’ve reached out about questions regarding information and they go off an algorithm. I can test positive 2 days on my LH test then get negative tests, and then the app says I ovulated 4 days after my last positive which scientifically doesn’t make sense either.   
Wish I had gotten a cheaper app since this one doesn’t seem to be accurate at all and you pay so much for it!

## App Name: natural-cycles-birth-control

2023-03-20 21:41:07

bbaker4

Accidental Pregnancy

I had switched from Clue to NC because I am a healthcare provider and know that temperature monitoring can increase accuracy. I had been using Clue successfully for 2 years before switching to this one (\*retrospective face palm\*). After 2 months of use, I found out I was pregnant. I’d been tracking on both apps just in case I didn’t like this platform, checked Clue and it would have prevented my pregnancy. Giving this app the same rating as my pregnancy so far. Nausea and fatigue is no joke.

## App Name: natural-cycles-birth-control

2022-11-14 20:14:32

Chelsea.l.sharp7696

Do Not Recommend

Used this for a few months and then stopped for 6 months. This did not appear in my apple subscriptions even though it was linked to my apple account. All emails went to spam and I forgot about the account. They auto renewed my account for $90 and won’t give me my money back even though I did not use it or approve another years worth of a subscription. They should require an approval via email or app to auto renew your account.

## App Name: natural-cycles-birth-control

2023-05-11 21:12:55

egustaf89

Unhappy with customer service

Beware - this app automatically renews its subscription, even if you no longer have it downloaded on your phone and you haven’t used it in months. I reached out to customer service to get a refund and was told they could not help me.   
  
My experience using the app during the few months that I used it was fine. But ultimately I discontinued using it and I am frustrated that I was charged $90 for something I no longer use.

## App Name: natural-cycles-birth-control

2023-01-25 18:29:41

PNWoman

Deceptive business practices

I’ve cancelled my membership two years in a row and I keep getting charged. Two years in a row I’ve asked for a refund and each year I’m told no but that subscription is cancelled and I won’t be charged again but I have. I’ve read the only to prevent them charging you is blocking all charges from this app with your bank so that will be my next move. Do not use this app! It’s not worth the $350 I’ve paid for nothing.

## App Name: natural-cycles-birth-control

2024-04-08 17:03:09

L Mann80

Charged me for a service I do not want

Watch out for their automatic renewal. I haven’t used this service for many months and was unaware that they had set an automatic renewal. On the same day they took fifty pounds from my account, I wrote to them asking for it to be cancelled and i do not want to renew for the upcoming year. They have refused to refund me the amount, directing me to their small print terms and conditions. In a cost of living crisis, I find this lack of understanding really unsympathetic and mean spirited.

## App Name: natural-cycles-birth-control

2021-05-17 16:54:01

taytermurphizzle

Good for tracking periods - not so much ovulation

I tracked all my temperatures, LH test results. This app literally tells me every day except for the week of my period to “use protection.” Every day is basically a red day, after putting in months of data. Cool, I can do that myself. I’ll continue to use it to track my periods, but I guess I’ll be doing all the real tracking myself and living on a prayer. Just like before purchasing.

## App Name: natural-cycles-birth-control

2020-09-20 16:31:15

Rck802

App is not very responsive

Just started using this. Seems like a good service and we’ll see how it goes, but I have to say the app usability is pretty poor. As an app that you need to use daily or multiple times a day, general responsiveness and performance should be quick. There’s often a long delay whenever I tap on any button, and general lagginess throughout the app. This needs to be fixed if I’m supposed to use this every single day.

## App Name: natural-cycles-birth-control

2023-05-17 06:57:28

NLee2020

Wasted months of trying with incorrect predictions

After 5 months on the app without a positive LH test, I started ignoring the recommendations and simply using LH tests every day. I realized that the app was predicting my ovulation 4 days too late, so we were almost entirely missing my fertile window. We have now been trying for months at the wrong time due to the app.  
  
It’s a pretty app but we would have been better off just having sex every other day like the NHS recommends.

## App Name: natural-cycles-birth-control

2024-02-21 18:21:34

aam340

Incorrectly Predicted Ovulation Date for 8 Months

This is the worst fertility tracking app I have ever used. It does NOT sync correctly with either the “free” thermometer they sent or with the Oura ring. Even after religiously logging data every single day for 8 months, the algorithm predicted my ovulation date a full week late, making it completely useless for trying to conceive. I switched to Premom - which is FREE - and use the Pregmate ovulation strips which much better, cheaper results.

## App Name: natural-cycles-birth-control

2023-10-03 12:23:09

SeleenaIngle

Fix this.

I just bought this subscription for an entire year and already I’m experiencing issues. Everyday I wake up at the same time and I open my oura app, as expected it automatically updates. But when I go to my natural cycles app, I sync them and it always says “waiting for oura data” it does this for HOURS. Shouldn’t an app with a subscription that costs $120 work? If my oura app has no issues syncing, this shouldn’t either. I’m disappointed.

## App Name: natural-cycles-birth-control

2023-09-15 17:41:49

rllongsd

Mediocre App. Horrible Service.

There are many natural tracking options out there. Choose a different one. The app itself is mediocre.   
  
The service is the real issue. Please do you research on the amount of people billed without notice after canceling, the difficulties canceling, etc. The review option on their social media is disabled, but read the comments on all their posts and consider them before going with this option!

## App Name: natural-cycles-birth-control

2022-01-03 15:05:58

s-honey-r

Shady renewal policy

They charged me for a renewal even though I cancelled my subscription through iTunes App Store. Their app even shows that I cancelled the subscription, and yet they still charged me card because I didn’t cancel it through their app as well. There is no number to contact them and their refund policy doesn’t allow for refunds. Very shady. I didn’t even like or use the app the first year. I did not agree to be charged for a second year.

## App Name: natural-cycles-birth-control

2021-12-21 14:05:33

quinn jennings

Do not use better apps out there

I used this app as well at the Premom app. Entering the same data in each for over 6 months. The Natural cycle app never predicted my period correctly and was often off about ovulations. Also they hide how you can cancel your subscription. I deleted the app because it was wasting space on my phone and remember to cancel my subscription less than 24hrs before the auto renewal and was still charged.

## App Name: natural-cycles-birth-control

2023-11-23 11:11:15

BCLAN333

Not worth it

It’s important to take your temperature as soon as waking up, however, you Can’t see the thermometer screen in the dark. Also Received an error message on the thermometer several times. So many beeps it wakes my husband up! Thermometer takes a long time to read.   
The app also sends a lot of useless notifications. Was hoping for more for a $120/yr subscription:(

## App Name: natural-cycles-birth-control

2021-11-26 16:13:50

hayleyejim

Terrible

I purchased this yesterday and I recently had an app that’s called flo app so I tracked my period for a year now. So now that I got this as a birth control method I was trying to transfer all the days that I had my period. Then I noticed that natural cycles calendar is completely off. I tried to login and today’s stuff and it’s logging in like it’s August. Then I tried to login my periods from last month and is logging in like it’s September. It’s completely off

## App Name: natural-cycles-birth-control

2023-09-11 06:07:07

Bkanderson33

Pregnant!

I was using this app and now I’m pregnant. Then, they have automatic yearly renewals. Well all my emails from them go to spam, so I did not get the notification. Found out the same day it was charged to my card and tried to work with customer service to get a refund, but they wouldn’t. Don’t know what I’m supposed to do with a birth control app now that I’m pregnant! Wish they would’ve been at least more understanding and helpful.

## App Name: natural-cycles-birth-control

2020-09-05 23:58:38

ecmanaut

Not a confidence-inspiring start

In the initial setup steps, the app asks if you were recently pregnant. If you say yes, what questions ensue seem to infer that you had a baby and are breast-feeding. You’d think that a relevant demographic to cater to better are people who got this app, because they don’t want another abortion experience.  
  
FWIW, it might still cater to this situation too, it just showed negative promise in how that on-boarding experience quickly went off the rails.

## App Name: natural-cycles-birth-control

2023-11-12 15:01:35

Kaelah F

Do not use!!

This is really a ridiculously overpriced app and product, the thermometer never connected to Bluetooth so I always had to enter my temps manually, also fertility awareness does not work when you try to predict ovulation. I am using a different thermometer and tracking app instead and it is far more accurate and user friendly. I think refunds should be possible since the thermometer is basically junk

## App Name: natural-cycles-birth-control

2022-08-10 18:57:04

ferssis

Doesn’t work bad service

I used this app for months and it never synced up. I even bought the test and would take them even when it wasn't recommended and it was never correct. I got annoyed and just stopped using it what a waste of $90. Of course once they have your money they don't care if the app works for you they will not return it and just tell you to cancel your membership what a joke.

## App Name: natural-cycles-birth-control

2023-09-12 04:26:44

Haitzuuuu

Frustrating Oura Ring syncing

I have loads of backed up data on my $300+ oura ring I purchased along with a NC subscription to take my temperature. The apps consistently take like 15 minutes to sync and in the past week, it hasn’t synced at all no matter how long I wait. This is extremely frustrating as I am able to see my data on the oura app all ready to go.

## App Name: natural-cycles-birth-control

2020-09-11 13:18:30

FoodieBeeM.D

BEWARE- It’s only a Demo

This app is PAID ONLY! Only After you sign up, are you aware that the app only works after you pay for it! Otherwise it’s just a demo version of the app which allows you to explore the features but you don’t have access to use them.   
  
They don’t even offer a trial period to figure out if you even like the app so if you’re willing to spend $10/month without knowing exactly what you’re paying for then this app is for you.

## App Name: natural-cycles-birth-control

2024-04-25 18:12:42

Tacocat42024

Only works if your cycle is regular

I went off my birth control about a year ago and swapped for natural cycles. I kept thinking my cycle would get regular over time but it didn’t - some women just don’t have regular cycles! I had thought that my ovulation had passed as was indicated on the app but evidentially it had not because I got pregnant when I was supposedly in my luteal phase. Be weary of methods like this if you do not have a regular cycle

## App Name: natural-cycles-birth-control

2023-02-17 12:52:39

hpickel

Did not work for NFP, would not recommend

I used this app very consistently and accurately and ended up pregnant after only 3 months of use using this. I was hoping to find a natural way to step away from birth control medication. However, after sleeping with a thermometer at my bedside and religiously following the app I ended up pregnant after only 3 months. And of course no refund so paid for the 9 months of my pregnancy.

## App Name: natural-cycles-birth-control

2023-03-01 10:14:09

The least discrete interface

The interface is stressful and embarrassing

Overall I like the app, but I HATE how off putting it is to look at every day. PLEASE make the interface less obvious, stressful, and embarrassing!   
  
I get nervous to open the app at work or in public because the first thing you see is a GIANT RED CIRCLE that screams USE PROTECTION at you in the largest, loudest letters.   
  
I think the app “My Calendar” is much more visually pleasing and I like all the data MC allows you to input every day (more mood options, daily weight, etc.).   
  
The reason I use this app instead of MC is because I have an Oura ring. But if MC gets an Oura partnership I can’t wait to switch back! The looks ofNatural Cycles stress me out!

## App Name: natural-cycles-birth-control

2022-04-19 20:24:43

Kat D B

Impossible to cancel/ awful customer support

My husband had a vasectomy so I was trying to cancel my subscription before it renewed. The instructions are accurate and there is no number to speak to anyone in customer service. Very disappointed and will not recommend to anyone for this reason alone. If your product works you won’t have to trap people into renewing their subscription.

## App Name: natural-cycles-birth-control

2021-06-29 11:30:51

bboeck

Do not waste your money

I purchased this app hoping it would be a good alternative to regular birth control. This app is highly inaccurate and gives you notifications that do not align with your actual cycle. Would you trust an app that is telling you your period is coming in a couple days when you literally just had it/ are having it? They do not give you a refund either, so buyer beware.

## App Name: natural-cycles-birth-control

2023-08-28 17:08:35

Mrs. Everjohn

Using as bc for three years and I’ll never go back to hormonal bc!

Natural Cycles is the best way to get to know your body and track your cycle. The lack of hormones has been so great for my body, and I rest easy every night knowing that I’m not adding any extra harm to my body. All you have to do is measure, follow what the app tells you to do, and you’re in business!

## App Name: natural-cycles-birth-control

2021-09-24 02:37:13

Hisprincess

Got Pregnant Fast

I tracked data for 8 months before I got married while not sexually active. I got pregnant 2 months after getting married while following everything the app said. I do have PCOS which makes some of my cycles irregular, but the app knew this and said it was being extra careful. I liked using the app and thought it was a good period tracker, but in the end it did not do what I paid for it to do.

## App Name: natural-cycles-birth-control

2021-08-18 21:16:12

Regular sub

Not Effective

I’d give this app zero stars if I could. After using the app for several months it failed as a form of birth control with an unwanted pregnancy. Ladies, please do not rely on this app. I wanted something natural that wouldn’t mess with my hormones… but this isn’t it. To top it off, when I let the app know about the unwanted pregnancy they said they were sorry and then sent me a survey. That’s the last I heard from them.

## App Name: natural-cycles-birth-control

2023-02-14 22:49:27

Rezz1645

Won’t refund my money

I haven’t used the app in almost a year and did not see the email that they were renewing my subscription. I asked to be refunded and they refused. Money is very tight for me right now. They gladly will cancel my subscription and take my money. I dislike a company that doesn’t have any empathy. I won’t be recommending this application and discouraging others from using it due to this.

## App Name: natural-cycles-birth-control

2021-09-27 11:24:58

verydisappointed1022

False advertising - more work than just temperature

This app is a waste of money. It says it will help you get pregnant just by tracking your temperature, but once you buy it asks you to also use LH strips (that they sell, of course). There is nothing about this that you couldn’t do on your own without paying so much. The only unique thing about this app is it won’t give you a refund.

## App Name: natural-cycles-birth-control

2021-08-13 23:45:44

iPhone User27

Can't understand the price

I don't understand why apps nowadays don't have a one time fee. Why do I have to pay $90 a year instead of a one time price for the full app? You also offer a free trial but I have to pay $15 for a thermometer. I have a ton of them at home, but you can't choose to not buy it through them. It's just crazy how these developers want to essentially scam people.

## App Name: natural-cycles-birth-control

2024-01-05 14:07:26

Anna-Coy

Don’t waste your money

This is almost no different than my free ovulation tracking app. Their sign up procedure is also very tricky because you are in rolled into an automatic renewal and they don't offer refunds if you unknowingly renewed. They have almost no way of reaching an actual human to talk about this transaction and give you no options. Biggest waste of money I’ve spent in a long time.

## App Name: natural-cycles-birth-control

2023-08-06 02:59:29

AuN-B

Good concept - buggy app

Love the idea but the application itself is still pretty buggy. The Oura API connection is slow and doesn’t automatically call you have to prompt the call. You also can’t use the thermometer AND Oura ring simultaneously. It’s either or. The application is prone to crashing since the last update.

## App Name: natural-cycles-birth-control

2022-04-22 19:11:53

nicole97363837

Don’t purchase

I tried this app and paid the $90 for a year but it was not with it unless you really, REALLY stick to taking your temperature every single morning as soon as you open your eyes.  
  
This is one of those companies that does not send a email before your subscription renews again and they charged me $90 for year 2 and refused to refund. Dark techniques.

## App Name: natural-cycles-birth-control

2022-12-26 00:52:30

Mermaidiaa

Fraud

I cancelled my free trial before it charged me for a full year because I decided against using the app. For whatever reason they STILL charged me $99 after I cancelled my subscription, and when I asked for a refund they denied me.  
  
Do not get the free trial unless you’re 100% certain you will continue using this app, or they’ll just rip you off. I’m out $100 for absolutely nothing.

## App Name: natural-cycles-birth-control

2020-08-05 12:05:02

mauryaury

App needs work

DON’T USE THIS APP FOR BIRTH CONTROL. You will get pregnant. Should have listened to my mom!  
  
Once you’ve paid the excessive $80 to use the app, they’ll start telling you you need to buy their fertility tests to make accurate predictions. Money making scam. They had to send me a second thermometer because the first one was faulty, and I don’t believe the second was accurate either.   
  
Save yourself the money. This crap ain’t worth it

## App Name: natural-cycles-birth-control

2024-04-11 23:16:13

sfpennylane

Terrible Policies

I became pregnant and completely forgot I had an annual subscription. (I mean it’s freaking annual not monthly….) I reached out to them a few days after and they refused to refund me the annual fee. I’ve never heard of a company have such a terrible policy. Literally no company would just keep all of your money when you can’t use the app anymore. Not even a partial refund? I mean wow just wow.

## App Name: natural-cycles-birth-control

2023-11-01 19:10:39

ouleout

Horrible

This company is running a scam plain and simple. Not only are their products faulty and do not last but they will charge you even after you cancel your subscription. I cancelled my subscription more than a month in advance and received multiple confirmations that it was successful. Despite this they still charged me and refused to give me a refund.

## App Name: natural-cycles-birth-control

2023-12-14 04:18:32

J Ash 2024

Terrible

The app is costly and then you must also pay for a device to take a temperature. I have attempted to reach out to customer service multiple times with my questions. It was so difficult to finally reach someone and then they provided unhelpful support. Their customer services gives me insight about the quality and user friendliness of the app 😑

## App Name: natural-cycles-birth-control

2023-03-13 07:20:42

kjr296

Just awful

I got pregnant after three months of using this “birth control” app. Also this has been the MOST difficult subscription to cancel, you cannot so it from the app and they make it so difficult to login online and find the option to cancel your subscription. I think that’s just so shady. Wouldn’t recommend this app at all

## App Name: natural-cycles-birth-control

2024-02-28 15:09:39

12244778366

Canceled Subscription & still charged

Beware! You will cancel your subscription and continue to be charged on an annual basis and then when you reach out to their customer support team they just send you FAQs on why they don’t provide refunds. What a skeezy business. Doesn’t have enough customers so has to charge customers who have already canceled.

## App Name: natural-cycles-birth-control

2023-07-21 23:29:25

Jamin1232765

Unsatisfied

I am very unsatisfied with this app. It does not give any aid or information to women with PCOS. It would also be nice if they had a section were you could track fertility treatments. I also contacted them the same day I was charged to ask for a refund but was denied. They said they had sent an email 3 weeks ago to remind me of my upcoming charge. That does not make sense!

## App Name: natural-cycles-birth-control

2023-06-05 10:03:19

almapanz

Thermometer doesn’t work

They charge you $50 for a “Bluetooth” thermometer that worked one time and since then I’ve had to enter my temperature manually. They don’t tell you when purchasing that you can even enter your temp manually so they trick you into their thermometer when you could just as easily use one you already have.

## App Name: natural-cycles-birth-control

2021-07-06 01:31:40

alissa262

Not a good option

Try EVERY other method of birth control before this. And whatever you do, pay for a few months before buying the whole year. I did the whole year before knowing if it was going to work for me and basically spent $120 on a thermometer. This was very ineffective for me and sadly there are no refunds so do a couple months first.

## App Name: natural-cycles-birth-control

2024-01-26 13:12:50

Lovenlight32

Does not work

I’ve been using the withdrawl method for 10+ years and never had an unplanned pregnancy. 3 months into using NC and I’m pregnant. I paid for a whole year that I can’t even use… they won’t even give me my money back. They said they can credit my account after I have the baby…. Like I would ever use this app again? A COMPLETE JOKE.

## App Name: natural-cycles-birth-control

2021-01-19 15:37:58

G. Vaughn

Pregnant in prevention mode

I got pregnant using this app in prevent pregnancy mode. I was diligent about taking my temperature and used protection (condoms) when prompted. It’s not unhappy news, as we were planning to begin “trying” later this year, but definitely a surprise. Of course, it could always have been a condom failure, but with an unexpected pregnancy on my hands I can’t say I recommend this app for birth control.

## App Name: natural-cycles-birth-control

2023-07-22 15:27:06

mollyholiday

Total sham

I’ve been tracking my period for years and been smart about it- this app didn’t do anything for me, didn’t feel educational or helpful AND charged me when I had canceled my subscription with a no refund policy.   
  
Just track your period. You don’t need to pay for this app. They’re sneaky and just want your money.

## App Name: natural-cycles-birth-control

2023-06-22 15:47:08

Charllatta<3

Trash app

Stopped using this app after it did not work for me and discontinued my account. I only agreed to a one time payment and they continued to charge me for the next year’s subscription when I reached out to customer service they said there was nothing they could do. They are just here to take your money. Do not buy.

## App Name: natural-cycles-birth-control

2024-04-20 13:09:09

veryunhappygabby321

Predatory subscriptions practices

They say they will email you before your subscription renews but a quick search of my inbox shows that’s a lie. They were somehow able to charge a card with expired credentials. It’s sad because I enjoyed the app yet being deceived into a forced yearly renewal makes me dislike this product greatly. Be warned !

## App Name: natural-cycles-birth-control

2023-10-12 22:00:42

lorm427

very bad for following pregnancy

it gives less information than most free apps and literally calculated my due date very incorrect. I put the first day of my last period in and it just changed that by two weeks and thus the ovulation - etc. I can’t even edit the due date, which is very wrong

## App Name: natural-cycles-birth-control

2023-07-01 10:34:32

Suki505

No customer service

I have had the ap for less then three weeks. I paid $100 for the thermometer that already stopped working. I can’t get in touch with anyone to troubleshoot the problem or help. I am WITHOUT birth control for two days now because I haven’t heard back from customer service. Horrible!

## App Name: natural-cycles-birth-control

2023-02-20 18:16:06

TaraFelix

Scam

Not worth the cost. Also , when it auto renewed they blamed it on going to a spam account. They need to have a way to cancel when you no longer use the service, especially if it was set to auto renew on accident. Beware. This is something they can easily fix but choose not to.

## App Name: natural-cycles-birth-control

2022-08-02 16:07:51

Aros9916

Tone Deaf

This new update was just gross.   
  
For a company that ‘cares’ about women being knowledgeable and empowered regarding their cycle, the oura update was just tone deaf. It does nothing for their accessibility mission they talk about on social media. That’s all I have to say. Consider improving the Natural Cycles thermometer before suggesting to go out and buy one that’s over $350 AND ANOTHER monthly subscription!

## App Name: natural-cycles-birth-control

2023-02-15 18:39:29

Shelbyleamit

Not worth it.

Tried the app. It was OK for a little bit. Cancel subscription still charged me. Reached out to customer service said they alerted me did not receive the alert. They are not willing to make it right. Don’t recommend keep track of your stuff yourself. Don’t give them your information.

## App Name: natural-cycles-birth-control

2020-06-23 04:22:28

Bhcssshj.

Doesn’t store History

Paid for a years subscription. Almost 6 months in and when I scroll back through history it’s glitchy and most has been erased. Disappointing for the price attached to the app. Not sure the point of entering data if it does not hold on to it.

## App Name: natural-cycles-birth-control

2022-09-11 23:12:45

reinrj24

They refuse refunds

I had my old credit card hooked up for this app that I NEVER use and when I saw a pending charge, I contacted them letting them know I do not use the app and please refund for the charge as I will not be using it. They refused and said refunds are not in their policy. How can you trust a company that treats customers in such a way?

## App Name: natural-cycles-birth-control

2024-02-28 00:24:27

333lalalo

No Refunds

I did not realize the subscription would auto-renew annually. I have not used the app in 10 months and got a surprise charge on my card for another 12 months. Even though it is evident from my login history that I am not an active user, they will not refund the annual renewal fee.

## App Name: natural-cycles-birth-control

2022-04-27 04:07:22

kyliehuygens

App won’t load

I downloaded the app, processed a payment twice and it leads me to the same page each time it processes “how would you like to use it” and then flips through my address again and payment and back to square one- can’t even get into the app itself

## App Name: natural-cycles-birth-control

2021-06-18 22:15:37

mrsoliver44

Sincerely would not recommend

From the wildly inaccurate thermometer to the inability to correctly predict a single period, I should have known not to trust this app. I’ve never written a review for anything before but after getting pregnant while using this app to a T, I figured other people should know as well.

## App Name: natural-cycles-birth-control

2023-09-26 00:13:43

Slp17501

Terrible with oura ring

The time it takes for the temp to come in from the Oura app is ridiculous. I follow all of their steps and it still takes forever. I want to be able to open the app immediately in the morning and see it—- for the app price it needs to freaking work.

## App Name: natural-cycles-birth-control

2023-09-12 20:16:31

OliviaBorgdorff

Faulty Product

My thermometer immediately was giving me a "critically low battery" alert. I am not able to get ahold of anyone from customer service to either replace it or refund me. I've replaced the battery and within days it read critically low status. Very disappointed.

## App Name: natural-cycles-birth-control

2023-09-02 17:51:12

I hate natural cycles

Disgusted

If I could leave a 0star review I would. I signed up for the free trial and they charged me $15. Then when I contacted customer support to refund me for a subscription that I already cancelled , they refused. It was $120. Not to mention how difficult it is to end a subscription anyway. Very unhappy. I will be reporting it to my bank as well

## App Name: natural-cycles-birth-control

2020-06-11 14:43:17

amyoldsoul

I shouldn’t have signed up for a year

I signed up for an annual subscription, but this isn’t for me. I have a newborn and am up constantly through the night so I haven’t even been able to test yet. I tried contacting customer service for a refund (which apparently they don’t give) but there is no way to contact anyone.

## App Name: natural-cycles-birth-control

2024-01-15 23:25:54

NicoleAffleck

Wouldn’t recommend

They essentially force you to buy one of their outrageously expensive thermometers or use an Oura Ring or Apple Watch - if you don’t already have one of those, I wouldn’t recommend downloading this app. UI is not user friendly. Pretty much a glorified and expensive period tracker.

## App Name: natural-cycles-birth-control

2023-03-08 03:10:04

Adelaide12

Manual data collection broken

The form for inputting symptoms often doesn’t work, particularly when there are more than 4 options at least 2 options are pushed off the page (Ex: cervical fluid).

## App Name: natural-cycles-birth-control

2023-08-10 01:25:09

Faiths974225

Don’t use

If you have any irregularity to cycles this app is useless. Also if you cancel your subscription it will still automatically bill you and fraudulently take your money. There are free apps that work more reliably and accurately. This is not it. $100 and flipping a coin would be more accurate.

## App Name: natural-cycles-birth-control

2021-07-13 21:54:18

Jeannie&Tony

Insufficient for Birth Control

My husband and I used this app on the prevention mode for birth control and after 5 months we got pregnant. After talking with customer service they admitted it was a mistake on the algorithm’s part for not providing enough “red days” around ovulation. This is not sufficient birth control- do not use for prevention.

## App Name: natural-cycles-birth-control

2023-06-15 13:15:12

Nf-23

Not reliable

It keeps updating the past data, which has no practical use. I have been using it for more than 3 months now, and its predictions for future keep changing every week. Not reliable at all. Will ask for a refund.

## App Name: natural-cycles-birth-control

2022-07-06 01:28:51

Bcra96

Glitch?

I have tried to sign up two times. After the payment it takes me back to the demo screen. I am hoping I didnt get charged twice. Not sure if there is a glitch, but i would like to start asap. I am going to look for another app.

## App Name: natural-cycles-birth-control

2023-07-10 23:31:12

Vero098d

No Refunds

I enjoyed the app while using it, but after forgetting that I had it and had stopped using it, I saw that I was charged the annual fee. It turns out that I had to pay $90 for a year for an app that I won’t use.

## App Name: natural-cycles-birth-control

2021-05-11 21:34:44

n3llyish

They will not refund

I was charged for a second year and was told I could not receive a refund for trying to cancel the same day. They app was not helpful or functional for me. I am trying to terminate my service and receive my $80 back.

## App Name: natural-cycles-birth-control

2023-09-26 19:12:18

MichelleMaccccc

Scam

If I could give this app zero stars I would. When you download the app you will be forced to subscribe to go into the app. I wasn’t happy with what I saw so I canceled within the app then deleted it. The company still charged me and refused a refund until I called them a scam.

## App Name: natural-cycles-birth-control

2023-08-05 14:43:36

Colourlesslight

Doesn’t work and no way to report bug in app

The app won’t connect with my Oura ring. It is “connecting” forever. I tried disconnecting and reconnecting, but it doesn’t work. I specifically bought the ring to use NC and a 1 year subscription to NC so I’m pretty disappointed.

## App Name: natural-cycles-birth-control

2022-06-24 05:30:27

Baseyinyofacey

THE WORST

Horrible app, even worse customer service! There is no excuse for it to be this bad when they are the most expensive app to track fertility. Disputing charge with my bank since they refuse a refund. They take your money and don’t deliver. Save your money!

## App Name: natural-cycles-birth-control

2022-07-07 20:15:01

KittyPolitte

Way too expensive

This app is ridiculously priced. The app is nice and such but I literally can’t afford another subscription, it’d be cheaper for me to get on birth control (which is free with my insurance) which I don’t want to do. Oh well I’ll find another fertility app (there’s dozens of them)

## App Name: natural-cycles-birth-control

2023-04-21 15:36:37

Naiya:)

company is kind of scammy

this doesn’t have to do with the app itself. if you don’t cancel your trial in time, they will charge you $100 and do not allow refunds. It could at least automatically renew to the lowest subscription but it is annual.

## App Name: natural-cycles-birth-control

2023-05-01 17:37:37

Brittnyy

Be careful!

This app miscalculated my ovulation by a week, and we are now expecting. Luckily, we were open to becoming pregnant but was hoping to have a little bit more time. Be careful if you want a strict form of bc.

## App Name: natural-cycles-birth-control

2023-04-25 17:45:33

ShantalSurving

Is a full on scam

I hate this app it’s Better to use the free ones and be careful they will take your money and there’s no refund, make sure to only pay for the month or year and make sure they don’t keep your information

## App Name: natural-cycles-birth-control

2023-04-04 13:04:50

Soccerrocker15

Pregnant after 3 months

This app is a joke. I followed the directions perfectly and ended up pregnant in third month of use when trying to prevent pregnancy. Do yourself a favor and stay on the pill if you absolutely can’t get pregnant.

## App Name: natural-cycles-birth-control

2023-05-16 12:13:42

Kjjjjjjffhcthkhf

Trash

I purchased the $100 yearly membership to sync with my Oura ring. Every single temperature reading is discarded. By the app. Support is not helpful. My Oura ring records my body temp in their app perfectly. I requested a refund immediately after paying the $100 and was rejected. This app is trash.

## App Name: natural-cycles-birth-control

2023-03-11 19:15:41

lyricsvi

Zero if I could.

Horrible customer service, and intentionally designed to be difficult to cancel. Not at all worth the money. Really bummed about this company and the way they take advantage of their customers.

## App Name: natural-cycles-birth-control

2021-12-26 17:23:37

124😡

Refund is b.s. I want my money back!!!!!!

I just got charged 90$ with no notification! I caught it the day of and there is no refund!! I am furious! I did not have the funds for that automatic b.s. horrible dishonest company!  
  
Give me my money back!! I did not consent to automatic update!!   
Disgusting company

## App Name: natural-cycles-birth-control

2021-12-12 18:49:38

bdjdim

Not as great as I thought.

I was using it as a form of birth control but I ended up getting pregnant anyway - even though I followed the algorithm perfectly. It’s really too bad, I didn’t wanna be on hormonal birth control, but this is way too risky to trust again.

## App Name: natural-cycles-birth-control

2024-02-22 14:13:57

Bree 89

Says it's a free app, but it's subscription based at $15/month or $120/year

If it's FDA approved and costs money I wonder where the place to enter your health insurance inforation is or even an option to pay with a HSA card?! Only the financially privileged can use this 😢

## App Name: natural-cycles-birth-control

2023-02-06 18:52:44

unhappy cortney

TERRIBLE CUSTOMER SERVICE. They WILL rip you off

I emailed them to cancel my annual subscription and on their own words, they confirmed cancellation and confirmed there would be no further charge. I emailed them their OWN confirmation of such, and still got denied a refund. This is beyond unacceptable.

## App Name: natural-cycles-birth-control

2023-11-03 17:39:04

Madeface

Predatory subscription charging

They save your card info and continue to charge a yearly subscription rate even if you have canceled.   
  
I have evidence showing the subscription was canceled and they still refuse a $90 refund. Scammy and predatory practice.

## App Name: natural-cycles-birth-control

2023-08-19 08:14:32

New NC User

Not Good

They sent me the old generation thermometer that doesn’t save temperatures. The app also randomly deletes my temperature and LH test recordings. It has shown me three different ovulation days all after the fact. So far not very impressed with this app.

## App Name: natural-cycles-birth-control

2023-04-09 13:42:16

Too Devastated

Unwanted Pregnancy

This “birth control” app is a scam. I followed the directions religiously and ended up pregnant after 3 months. It was devastating! Their marketing practices are deceptive. If getting pregnant would ruin your life, you should use a different form of birth control.

## App Name: natural-cycles-birth-control

2022-01-29 16:28:47

Mayita1087

Terrible App

I want my refund back. They do not return my money. I am not using the app and they charged me for the whole year again. I even deleted the app and closed the account. I still was charged.

## App Name: natural-cycles-birth-control

2023-09-24 22:41:48

BrokenAppNC

Broken App

Natural Cycles DOES NOT work with Apple Watch. I just purchased an Apple Watch series 9 and I am being told my device is incompatible. This is concerning because Natural Cycles advertises Apple Watch series 8 and newer. False advertising by NC followed by poor app development.

## App Name: natural-cycles-birth-control

2023-10-11 13:49:28

pay-10

Bad costumer service

Make sure you cancel if you no longer use this app. You have to cancel within 24 hours or you will be charged. No email to warn you of upcoming charge.

## App Name: natural-cycles-birth-control

2023-04-14 13:44:28

michelejfrank

forces you to purchase

They stated it could be used with the Oura ring to track your cycle, but you’re not able to get into the app without purchasing their thermometer unfortunately.

## App Name: natural-cycles-birth-control

2021-10-28 03:34:49

Dusfunctioner

Force you to buy a basal thermometer

I will purchase a subscription when you add an option that doesn’t force you to receive a thermometer. I already have one brand new.

## App Name: natural-cycles-birth-control

2020-08-04 13:08:12

Jac15426

DOESN’T WORK POSTPARTUM

This app works well at predicting your cycle. IF you actually have a period. It doesn’t work while breastfeeding/postpartum. It also encourages you to use birth control which kind of defeats the purpose of the app.

## App Name: natural-cycles-birth-control

2023-07-31 21:40:01

Alyssa stoney

Fraudulent service

I’m back on birth control. You better make sure to take your card off this app or they will charge you again after a year

## App Name: natural-cycles-birth-control

2023-04-22 00:56:41

KB42316

Terrible customer service

I missed the renewal notice (mommy brain!) but I reached out to them the day I was billed for assistance. I was shut down with no regard and no help so now I’m stuck with an app I don’t use anymore for a year.

## App Name: natural-cycles-birth-control

2023-06-25 08:48:54

Unemployed PhD Chicago

Scam company - cheap product/no refund

This very cheaply designed thermometer doesn’t pair properly and gives wrong temperatures! Made in China. No customer support person from company was available. Total scam product!!

## App Name: natural-cycles-birth-control

2023-04-28 15:45:40

Annie E. G.

Stay away from it

They are stating that they sent me a reminder, which I never received. Now, I’m stocked with this stupid subscription that I don’t use because they won’t give me a refund.

## App Name: natural-cycles-birth-control

2022-02-16 13:20:49

Happy Law Student

Misleading Auto Renew

This app doesn’t work well (it’s basically a period tracker) and auto renew without any meaningful confirmation. Plus they won’t refund even when caught the day after.

## App Name: natural-cycles-birth-control

2022-12-20 14:23:39

Bodncfhx

Free trial?

I wish this app had a free trial, because if I would have done the free trial I would have realized I wouldn’t had spent the money I did to use it. Not worth it. I just have Flo and its so much better and accurate.

## App Name: natural-cycles-birth-control

2022-08-09 13:32:23

J. M. Major

Paid for the app and could not use it

I paid for the app using the developer’s website and I could not log on using the website or app.

## App Name: natural-cycles-birth-control

2020-06-04 02:27:27

DoomsdayParty00

Doesn’t work while on other birth control!

Nowhere does it let you know before you pay that it cannot work in conjunction with other forms of birth control. Plus, no returns. I feel scammed.

## App Name: natural-cycles-birth-control

2023-12-10 19:06:22

Husk girl

App won’t even open

I’d love to be able to even test out this app but it won’t even open for me to get the chance. Please fix this bug.

## App Name: natural-cycles-birth-control

2021-10-02 16:35:08

Adi8877

Terrible customer service

The customer service is just terrible. No number to call. They won’t help you at all.

## App Name: natural-cycles-birth-control

2022-12-18 20:28:32

ready1925

Don’t waste your time

This app is not accurate. Ovulation date jumps around every time I add a temp. Not accurate in predicting ovulation or period days. Do not waste your time and $ on this app.

## App Name: natural-cycles-birth-control

2022-03-13 15:01:52

jimenamenafate

Worst refund policy.

I only used this account for a month, did not like it. A year later they auto-renewed me and charged me $90 without my consent. They quoted their dumb return policy and denied to refund me.

## App Name: natural-cycles-birth-control

2024-01-18 01:38:45

jenss9

Got pregnant on it

I really wanted this to work but got pregnant and had our daughter. I was excited to see that it was FDA cleared as well.. Unfortunately it did not work for us.

## App Name: natural-cycles-birth-control

2023-05-27 01:35:37

Savannaherin

Be Careful

Apple Health is just as accurate as this app. They also automatically renew the subscription without properly notifying you and then refuse to refund you.

## App Name: natural-cycles-birth-control

2020-10-02 12:58:00

Hc89888

There seems to be a glitch

Please fix or I may cancel my subscription. I use this to prevent pregnancy and track my cycles as they are vital to my health. Unable to log anything now for 6 days

## App Name: natural-cycles-birth-control

2022-12-24 15:22:51

lodurran

Scammy Refund Policy

Customers should be refunded if they were unaware of their subscription and no longer use the app. This company has a bad policy and customer service.

## App Name: natural-cycles-birth-control

2022-06-10 19:40:50

jen6758

Predatory Pricing

Doesn’t offer refunds and has auto renewal be aware. Sends a reminder for auto renewal ~ 6 weeks before so you don’t think to stop it. Predatory.

## App Name: natural-cycles-birth-control

2020-09-19 02:29:03

ghi in cdrtvvk

Nope!

They should really let you know how much it cost to subscribe to this app per year before having you fill out all of this information about yourself👎🏽

## App Name: natural-cycles-birth-control

2023-03-02 18:54:12

elizmart13

Not accurate or flexible

Inaccurate, no way to exclude a cycle, expensive, and very rude customer service. Switched back to Clue (free) and it’s predicting my period more correctly than NC is!

## App Name: natural-cycles-birth-control

2022-02-08 15:59:35

unplannedpreggo

Awful - caused unintended pregnancy

I followed the directions exactly and have a very predictable cycle. Nonetheless I fell pregnant on cycle 6! What a joke. Use it with condoms maybe but not reliable birth control on its own.

## App Name: natural-cycles-birth-control

2024-01-04 16:01:42

Arlet18xx

Subscription

Subscriptions are outrageously high. Preparing to have a baby is expensive enough, now you need a little help and its going to cost you $15/mo or $120. Insane

## App Name: natural-cycles-birth-control

2023-04-30 17:52:23

qAsdfghjklzxcvbnj

pregnant

First time using NC and I get pregnant, which was not my goal. Nothing about the app helped me understand my body. The Apple Health app was better at tracking.

## App Name: natural-cycles-birth-control

2023-07-12 14:19:32

KatDri8

Horrible syncing to Oura

Don’t bother getting if you have Oura, it rarely syncs and if it does, takes forever despite having Oura app open

## App Name: natural-cycles-birth-control

2023-03-08 17:13:10

Nikkinak86

Hard to cancel

They let you forget about them and then charge you $89.

## App Name: natural-cycles-birth-control

2023-08-04 12:06:47

Hannah18273645

Faulty thermometer

I wanted to love this natural birth control method but I have now been sent 2 defective thermometers. Customer support chat is frustrating to work with.

## App Name: natural-cycles-birth-control

2020-10-27 14:36:17

L34fish

Not free

They have you sign up before asking for money, of course. I feel a little tricked and deleted the app right away.

## App Name: natural-cycles-birth-control

2022-06-27 15:26:05

Faith Estelle

I got pregnant..

Was taking my temp everyday, but it is not effective. Do not use if wanting to avoid pregnancy.

## App Name: natural-cycles-birth-control

2024-04-23 04:11:28

Riah0803

$14 per month to use

Don’t bother. You can’t even utilize the app without a monthly or yearly subscription.

## App Name: natural-cycles-birth-control

2024-01-31 02:31:24

julemurph

SCAM!!!!! Auto renewal. No refund

WOULD NOT RECOMMEND. This app is a scam. They do not remind you before auto charging you a year subscription. They do not offer refunds.

## App Name: natural-cycles-birth-control

2022-07-20 19:48:50

greta kathryn

Horrible customer service and policies

0/10 recommend

## App Name: natural-cycles-birth-control

2023-06-12 02:47:00

bbbbbbbnbnnnbbb

Trash

Is there a real reason you have to pay to use any of it ?

## App Name: natural-cycles-birth-control

2022-01-11 07:02:05

NA idk

Be aware of the auto renewal!!!

Just like all other one star reviews! Give my money back!

## App Name: natural-cycles-birth-control

2023-02-17 19:15:30

Aksmeaquestion

Misleading

App is free but then you have to pay to chart and you’re supposed to use their thermometer

## App Name: natural-cycles-birth-control

2023-07-20 03:46:26

Kas'93

Can’t log in

I want to start using natural cycles but its not letting me log in :/

## App Name: natural-cycles-birth-control

2023-07-04 12:17:11

lizzzzzz8

$$$

Can only use if you pay or sign up for automatic subscription 👎🏻

## App Name: natural-cycles-birth-control

2021-05-30 17:04:07

Keara G

Selling Data

A little bit bothered that COVID testing is paying Natural Cycles to tell me the COVID test is perfectly safe and selling my data

## App Name: natural-cycles-birth-control

2023-09-27 17:49:23

…23……

IT STEALS YOUR MONEY

I tried the 7 day free trial and they wouldn’t let me cancel my subscription and it cost me $100 do not get this app!!

## App Name: natural-cycles-birth-control

2021-01-27 04:14:59

pink\_\_flamingoz

Thermometers don’t work

I have gotten 2 thermometers now from them that don’t work and they don’t allow refunds.

## App Name: natural-cycles-birth-control

2020-12-19 20:20:46

adelaines mom

I got pregnant

Literally followed every instruction in this app, got pregnant after a few months of using it! Be warned.

## App Name: natural-cycles-birth-control

2023-08-27 14:12:21

LGUILLO

Consumer Nightmare

I love my Oura ring but am incredibly disappointed that it influenced me to download this app. I saw it on my Oura ring app and so unfortunately blindly trusted and downloaded. I was unable to properly connect to my ring and became very frustrated. After unsuccessfully trying to get in touch with a REAL member of customer service (NOT the chat bot), I was then charged for a full subscription. I was again unable to reach customer service to explain that I would like a refund so that I can restart the trail membership and decide if I want to continue. I am sure many people can relate to the sentiment that they do not have time for an app that is not quick, easy, and offering substantial improvement or value to life. I honestly cannot believe I am taking the time to write this review now, but I am very disturbed by the fact that I could not get past the chat bot to speak to a real member of customer service. Furthermore, I have NEVER had an experience with an app that offers no refunds or even the chance to speak to a representative.   
Regarding all the positive reviews (if they are real)— maybe this is a good app. I just caution everyone that there is no wiggle room or help offered with the subscription. Make sure you can use and have the time to decide for yourself if you would like to continue with the subscription within their defined time period. Although I am now being forced to pay for the entire subscription, on principal I will be deleting my account as I want nothing to do with a company run this way. There are way too many other apps out there that offer better support and service. I hope this helps a few people out there to not get trapped in this situation!

## App Name: natural-cycles-birth-control

2020-08-10 16:33:09

fjchcisowansbhdvoheh

????

Birth control is free so why do I have to pay for this

## App Name: natural-cycles-birth-control

2024-02-07 18:18:42

pwrobin

$40 Thermometer

Frankly, I would rather die than spend $40 on a thermometer.

## App Name: natural-cycles-birth-control

2023-10-05 14:20:39

KJT0000

GOT PREGNANT DO NOT USE

This app told me I was low fertility 3 days before I ovulated and I had sex and got pregnant. I’m shocked this is FDA approved. This happen after 2 months of using the app with the Oura ring. I had almost perfect temp tracking because I didn’t have to manually upload my temps. I was using the Inito concurrently and it told me I had high fertility the same day. I was confused by that, and we went with natural cycles data which I see now is very limited in its ability to accurately project ovulation. 3 days later, my detailed hormone data in Inito shows I ovulated. (I was only even using Initial because I wanted to see what my hormone levels were like at 36 years old for when we started trying eventually.) So, essentially this app told me I was safe to have sex 3 days before I ovulated which was actually the perfect timing to get pregnant! Maybe if you have a super regular cycle down to the day this app would work. I would understand if I slipped up and had sex on a day it said I was fertile that would be my own user error. But that is NOT the case here. Natural Cycles was inaccurate and not reliable to use for me as birth control. I want to warn people who really don’t want to get pregnant or aren’t in a position where it would be a good thing for them. This is not the same as birth control at all. I was on birth control for 5 years with zero issues ever. For me, this pregnancy is a happy accident but I realize for many it would not be and want to spread awareness about how little this app actually can do to prevent a pregnancy.

## App Name: natural-cycles-birth-control

2023-05-10 02:54:59

ZoeEkber

Thermometer doesn’t work, no customer support

No support on the app, thermometer is a joke.

## App Name: natural-cycles-birth-control

2020-07-24 12:48:46

Zbaaice

Trash

It makes u pay for a subscription bro this not no magazine

## App Name: natural-cycles-birth-control

2020-08-18 03:24:09

loumatz

It’s not free

This app is NOT FREE !! You can use it at least you pay a subscription.

## App Name: natural-cycles-birth-control

2023-01-09 15:40:18

ripoffrita

Scam

Hard to read, inaccurate, scam

## App Name: natural-cycles-birth-control

2023-03-17 22:24:17

klthompson05

Other apps are better and free

The calendar is confusing. Period days should be red not ovulation or fertile days. There should be a little heart emoji or something to show which days you had sex on the calendar instead of just the daily info. I think anything more than $30/year for this app is too much especially for the flimsy thermometer that was included. You have to turn the light on to see the temperature and the app says the thermometer will save the temp if you wanna snooze but when you turn it back on it only flashes for a second and if you don’t catch it you have to retake your temp anyway. In 2023, I don’t know why you pressure your clients to get this thermometer that doesn’t even have Bluetooth. This is very old technology and I’m very disappointed that I spent my limited income on this thinking it would help me conceive. $100 down the drain. I feel like I got played. This app tracks all the same information that countless free apps do.   
  
There is no reason to pay this money for something I already get for free. Apps like Clue, Ovia, Premom and Apple Health all offer the exact same insights for free with no ads, no gimmicks and no promise of insurance reimbursement. Since they don’t offer refunds, I’m using the app only because I paid for it and no other reason. I sent this complaint to the customer support team and this was their response:   
  
“Thank you for reaching out to us. I'm very sorry to hear that you are unhappy with your Natural Cycles experience and please let me know if there's anything we can do to help. I do appreciate that you took the time to share your perspective with us and thank you for sharing your valuable feedback as we are always looking for ways to improve. I have made sure to forward your comments to the responsible team so they can take them into consideration for future developments of the app. Regarding the ability to mark the days you've had sex with a heart emoji, we do currently have this tracker - on your Graph view the days where sex was logged will be marked with a pink heart on top. As for the thermometer, in case this would be accessible to you, we have recently released our NC° Gen3 Thermometer, which offers Bluetooth and a memory function, as well as the ability to turn off/on the beep and backlight. You can find this by going to the menu in the top left corner of your screen > Buy extra supplies. If you have any other questions or thoughts, please do not hesitate to reach out. Best regards, Franny Customer Care Advocate” So in other words, “sorry you’re not happy but hey we’re selling something else you can throw your money at”  
  
 Don’t waste your money and time.  
  
My reply:   
  
“ Give me a refund and make sure I don’t get charged again. I see from the reviews I’m not the only one with issues and that you are a dishonest company who wrongfully automatically renews subscriptions claiming the warning emails go to spam.   
  
I do not trust you and nobody should. Companies like this should be blacklisted. Not only are you taking advantage of vulnerable women, but you won’t accept any blame for what you’ve done and won’t even attempt to find resolution.  
  
Sorry doesn’t cut it. Sorry is just a word. We want action. If you’re sorry, prove it. Change your ways. Use ethics, morals and technology instead of just chasing dollars. You may be successful in the amount of money you’re bringing in but one day this business model will fail you. The BBB will hear about this.”  
  
Franny’s response:  
  
“ Thank you for your email. Again, I'm sorry that this is how you feel and we are here to help with whatever issue you may face with using the app.  
   
I can once again confirm that your feedback has been forwarded to the relevant team and will be taken into consideration.   
  
That being said, even though we understand your position, we provide a digital product made available to you instantly. As our terms of usemention during purchase, we do not offer a right of return. We need to maintain the best possible product and services for our customers, which means we need to follow clear guidelines regarding refunds.  
  
I can confirm that your subscription has now been canceled, and it will not renew at the end of the paid period. You can still use your account to its full capacity during your entire paid period.  
  
We appreciate your understanding, and please let me know if you have any further questions.”  
  
Looks like nobody should expect a refund or any form of compensation for any wrong-doings. Please don’t waste your time.

## App Name: natural-cycles-birth-control

2023-07-02 16:37:26

Ani Kate

Not free

Costs money

## App Name: natural-cycles-birth-control

2022-01-12 13:18:12

sleeplessnotinseattle

Misleading app. Do your research.

The app, website and first page of google results make this birth control option seem very safe for all women. I wish I had dug deeper. Please do your research before relying on this app for family planning.   
  
I believe the app can be amazing for \*some \* women.   
  
Women that:  
-don’t drink  
-sleep soundly every night  
-have no stress or variations in their life/sleep  
-have very regular periods  
-never get sick   
-don’t get jetlagged  
-wouldn’t mind becoming pregnant within one year   
-you don’t mind the fact that the app needs months of data to become accurate (in DIRECT opposite of the marketing slogan “accurate from the first day”)  
  
Aka: the literal opposite of me. But the app/ website did not make that explicit.   
  
So after a little over a month, I’ve had 0 “Green Day’s”, I’ve had days switch from green to red AFTER getting my unprotected swerve on, and every single green “prediction” turn from green to red.   
  
Im not the target demo. I travel, I don’t go to sleep and wake up like clockwork, I’ve gotten sick, I’ve been hung over, I don’t have months to wait hoping that the AI figures me out.   
  
If you sound like the woman I described above:   
1. I love that journey for you   
2. You would very likely enjoy this app. The UI is great, info resources are great and their social media is cheeky fun  
  
If you sound like the opposite of the woman I described above, please google Natural Cycles Reviews and read past the first page of search results for the real information.   
  
The app is for some women. But NOT all women. And women deserve the right to make INFORMED choices about birth control.

## App Name: natural-cycles-birth-control

2020-09-08 21:53:12

brewstump16

HORRENDOUS

Algorithms can only go so far...

## App Name: natural-cycles-birth-control

2023-08-15 00:31:25

Karabear601

NOT FREE

ɴᴏᴛ 𝙛𝙧𝙚𝙚 𝙩𝙝𝙚 "𝙛𝙧𝙚𝙚" 𝙫𝙚𝙧𝙨𝙞𝙤𝙣 𝙘𝙤𝙨𝙩 40$ 𝙛𝙤𝙧 𝙖 𝙩𝙝𝙚𝙧𝙢𝙤𝙢𝙚𝙩𝙚𝙧

## App Name: natural-cycles-birth-control

2024-01-15 00:40:05

Goober200504

No easy way to get customer support & faulty device

I was very eager to start using this app and method, and don’t think I’ve ever left a negative review before.   
  
I purchased an annual plan at the beginning of Jan. 2024. I received a Gen 2 thermometer that would not sync and kept displaying the error code “PASS” which is not mentioned anywhere in the instruction manual nor the customer support section of the NC website. I was able to communicate with the Chat Bot on the website by selecting answer prompts, but was never connected with a person. I was sent another thermometer, and it says it was delivered, but I have not seen it.  
  
Thankfully, I can find other options to prevent pregnancy right now, but I am very disappointed with the service so far, and haven’t been able to properly take advantage of my subscription (for which it says there are no refunds).  
  
The most frustrating part of this is that- to my knowledge- there is no way to call or email Natural Cycles. That is why I am offering this review, in the hopes my situation can be resolved. I’m not sure this is a scam product, but it sure seems like it.

## App Name: natural-cycles-birth-control

2023-10-18 14:50:24

saddle potato

No renewal notice, refuse to give refund

I used Natural Cycles over a year ago. I may have been vaguely aware that their trial would automatically role into a year’s subscription. But I would expect a service like this to at least send notice when this subscription is up for renewal, as a courtesy. I never received any notice of my subscription or a renewal notice at any time and was charged $99.99 for another year subscription. There was no way I could have avoided this charge. When I reached out to their customer service, they claimed they sent me one notice 3 months prior to my subscription renewal, which is absolutely not true, not to mention a very strange time to send out a renewal notice. They refuse to give me a refund, so I have no choice but to warn others of their malicious subscription tactics.

## App Name: natural-cycles-birth-control

2023-06-16 02:39:26

stringbeaninthewind

Do not use this service

This service has a free trial period, and after that they charge you yearly 99.99 and will not return your funds if you decide that you do not want the subscription. Do not try this free and not expect them to take your money and not be ethical enough to offer a refund if you ask.

## App Name: natural-cycles-birth-control

2022-12-21 14:22:32

wallbey

Not a fan

I’ve used Natural Cycles for approximately 4 months. I’m in a committed relationship and was looking for a healthy method to track my menstrual cycle to avoid pregnancy.  
  
The app takes too long to determine green, nonfertile days. And, initially when I had questions, I kept receiving text that was preprinted that I had already read. A couple of people finally helped me.  
  
I don’t feel the app offers much for the price. Ovia Fertility is free and Period Tracker is only $40/year, comparatively to Natural Cycles which is $12.99/month or $99.99/year ($8.33) if paying annual subscription.

## App Name: natural-cycles-birth-control

2023-01-31 17:50:34

Kelsey Simm

Rip off

Signed up for annual membership when I first started using atrial cycles. App and this form of birth control was not for me so I stopped using it shortly after. Forgot all about this app until today when I was charged $90.00. Went to cancel my subscription and they refuse to give me a refund. Haven’t even used one day of this billing cycle. Would not recommend.

## App Name: natural-cycles-birth-control

2022-12-18 05:21:54

MountainGal17

Pregnant because app altered days

We used the app for about 3 months. At first it was exciting and fun to learn more about my body and how it worked. Month 3 it was past midnight on my last red day. We decided it was midnight and then really Friday which would mean we were in the green. We had sex but he even pulled out just to be sure. The next morning (just a few ours later) I entered my temp and the app immediately changed the all the Green Days to red and changed my ovulation to THAT DAY (Friday, that was supposed to be my first Green Day) turns out was instead my ovulation day. We hoped we’d be fine since he pulled out but turns out the app screwed us. This is a total design flaw. If the app is going to alter all the days each and every morning you enter a temp, it shouldn’t show predicted Green Days until they are REALLY green. We wouldn’t have been having sex that night had we known it was my ovulation day. But the app said my ovulation day was 4 days prior. That being said we are pregnant exactly 9 months before our wedding so not only are we unexpectedly pregnant, we also have to change our entire wedding plans. Don’t predict days you don’t know. You’re messing with peoples lives.  
  
Developer responded to my above post: “…but we are unfortunately reminded that no method of birth control is 100% effective apart from abstaining from vaginal intercourse.”  
  
This is a cop out of an answer. The app malfunctioned. It showed a Green Day when really it was my OVULATION DAY, and then updated AFTER we had had sex to show different data. This is not user error or the 7% chance that you claim still have a chance of getting pregnant. This is literally a malfunction in your product that will change my life forever. And your stupid app won’t stop sending me updates to enter my temperature even after I’ve marked myself pregnant. It makes me sick every time it pops up on my phone. To say I regret using your product is a grand understatement. DO NOT TRUST THIS APP. IT’S NOT WORTH THE RISK!

## App Name: natural-cycles-birth-control

2022-11-26 07:05:16

Apostcardlife

Don't Use/Do Free Trial if Using Birth Control

So, I wanted to use a fertility tracker to AVOID unprotected sex during my fertility window/ovulation, in addition to my birth control pill (as a secondary method). When I searched the app store for fertility tracker, this was the first app that came up. It looked highly rated, so I installed it. Before I could even register for a free trial, I had to agree to the $14.50 basal thermometer charge. I figured I would use it, so fine, I agreed, even when I saw no refunds/returns. HOWEVER, the app did not inform me until AFTER this point, when it \*then\* asked me about my birth control usage, that you can only access the demo mode while you are on birth control, & that basically the app is completely useless to me since I have no intention of going off my birth control pill. So, I went to their site promptly and canceled my trial and pending subscription. That was simple enough. What p\*sses me off is that, after installing their app around midnight, and then uninstalling before 1am, now before 2am, I received a text that my "order" is out for delivery?! Really?? I've never even had something from Amazon Prime be "out for delivery" within 2 hours. I had hoped maybe they would have the decency when they saw how promptly I canceled my trial to actually not complete the charge (to cancel while still pending with my bank), but no, it seems more like they expedited everything to "excuse" keeping my money. Anyways, in the meantime, I downloaded the Flo app, which is co-founded by the amazing Dr. Emily Nagoski and other medical/women's health experts, is cheaper by far (!!), AND allows me to track my periods despite being on birth control. So, honestly, I recommend that one for EVERYONE instead. Plus, it also has a 14-day free trial, with NO upfront purchase that could be refused for refund/return.

## App Name: natural-cycles-birth-control

2022-11-17 22:18:44

Ten-Yang

Can’t end subscription

I ended my subscription 2 years ago and it keeps charging! My apple account doesn’t show a subscription. I tried stopping the subscription two years ago through the app, but it keeps charging my credit card! I don’t know how to make it stop. I was charged $179.98 even though I’m not using their services.

## App Name: natural-cycles-birth-control

2022-08-03 22:22:27

candace81

Auto-Renews w/No Notice

This app auto renews with no notice. Asked for a refund, was told sorry, can’t do. Now $89.99 of my hard-earned money has been spent on an app I no longer need or want.

## App Name: natural-cycles-birth-control

2022-06-11 20:59:25

lindseyta

Shady business practices — be cautious

Beware — this app automatically enrolls you in the annual fee ($89.99) so when the 4 trial weeks are up, you get no reminder email and you are charged. And they don’t offer refunds! Even if you haven’t used the app since the subscription renewal. Love the app and am happy to pay MONTHLY. Even then, no refund and no groceries for me this week 🙃

## App Name: natural-cycles-birth-control

2022-03-31 03:05:56

add5060

Shady

As much as I want to say this empowers individuals with a uterus . . .  
-It never told me a thing I didn’t already know  
-I still had an unexpected pregnancy, even with regular periods and abstaining/using protection on “red” days  
-They have an extremely shady refund policy which cost me $89.99 without any notice. No courtesy email anywhere, not even spam, no notification in the app, no ongoing subscription in the App Store  
Bottom line, they don’t really care about your reproductive health or your finances, they’re just capitalizing on a decades old form of natural birth control and charging way too much to interpret the data for you.

## App Name: natural-cycles-birth-control

2022-03-30 12:42:04

Samantha Rosenow

Doesn’t work

I bought this app and thermometer based off reviews and it doesn’t work. Also go to the store and buy another cheap thermometer not theirs for $90USD. Continuing forward they said it should take like 6 months to get the results you wanted, false. It didn’t work because no matter what in this universe for myself I needed to undergo fertility treatments. And now I’m being charged for a service that didn’t work, and they offered to ADD MORE TIME TO MY MEMBERSHIP 😂 no this doesn’t work for me, they are failing to understand exactly how messed up this is. They claim to have sent an email for renewal, I’m a data engineer and there is nothing on my inbox from 1/31/22 for renewal and I know how a computer works. It also doesn’t state on the original receipt that it is a renewal it just say annual subscription for 2021. So as a consumer there is no indication that this is set to renew. the app itself is very clunky. I would stay away from this company and do it yourself if you’re so dire to take your temp for a baby. The customer service and app are useless and they aren’t a doctor therefore they can’t actually help you.

## App Name: natural-cycles-birth-control

2021-12-30 12:56:15

margeauxmeow

Unforgiving policy and terrible customer service regarding refunds

Terrible policies and customer service. If you sign up for Natural Cycles and choose the annual option , they will automatically charge you when your yearly subscription ends . If you’ve decided to stop using the application and have deleted it from your phone , there is no real way for you to know unless you’re hyper diligent about remembering things like this or reading fine print when you agree to their terms. Under their websites description regarding cancellations and refunds, Natural Cycles claims to send you an email 30 days before letting you know your subscription will be renewed but I never received this email . After 7 months of not using the app I received an email notifying me my subscription had been renewed without my approval and my card had been charged 89.99. When I immediately reached out to customer service requesting a refund after unexpectedly being charged the 89.99 dollar renewal fee the agent who responded said the email must have UNFORTUNATELY landed in my spam folder and that they would not give me my money back . I checked all folders in my email and saw no message from this company regarding an impending renewal and charge . I don’t see how that 30 day warning would have landed anywhere but my inbox because the email from the company saying that they renewed my subscription and charged me went to my inbox . I wish I had just used a free application because now I’m out 90 bucks on something I’ll never use again . What a waste of money and disappointment that there are companies out there that would do this to to their customers.

## App Name: natural-cycles-birth-control

2021-12-11 16:28:06

paintingpluto

MUCH TOO EXPENSIVE

$89.99 for a YEAR???? And $9.99 for a month???? That’s absolutely RIDICULOUS. I don’t think it’s fair that a app that should be able to help people with their reproductive health costs THIS much. But then again, health has ALWAYS been a cash grab for those who want to make a quick and easy buck off of people simply wanting cheap and quality care. Very disappointing and disheartening to know that we should be required to pay so much just to “accurately” and “efficiently” track our reproductive health.

## App Name: mypill-birth-control-reminder

2021-07-22 01:20:43

theres no nickname available😐

Major subscription issues for over a year now

I really loved this app when I first started using it. I even signed up for the monthly subscription cause it was super cheap and why not!! However about a year later I started experiencing issues with the app. I would go on the app and it would tell me to purchase the premium membership almost every time. Then other times it would work as normal, considering the fact I literally had a monthly subscription that would automatically be automatically renewed every month… I kept experiencing the same issue over and over except this time recently the app would not go back to normal and I was continually being told to purchase a premium membership. Come to find out the reason being was they raised their prices and the price that was being renewed automatically in my Apple subscriptions were less than what was supposed to be paid. After realizing this I renewed my subscription and paid $15 total for a forever membership almost a week ago. After doing this I thought everything would be fine but boy was I wrong. Went back on the app today and once again it’s telling me my subscription is expired and I need to renew AFTER JUST PAYING $15 FOR THE FOREVER MEMBERSHIP!! This is beyond me and pretty annoying to say the least. I contacted support about this so let’s see how that goes at this point because to be honest I’m on the verge of just getting my money back and using a different app🤷🏼‍♀️

## App Name: mypill-birth-control-reminder

2021-05-31 14:29:29

boopbop

Sketchy As Heck

Stay away! Install at your own risk!  
I really liked this app for like 2 days until I opened up my email to see I somehow purchased a “Premium Membership” upgrade. I never even KNEW there was a premium membership until I was charged for it. There was NO checkout screen, password/fingerprint purchase confirmation, NOTHING indicating somehow I was about to buy an upgrade.   
  
After being charged, I went into the app description and the details state the membership is OPTIONAL. Nothing about a free trial, and certainly nothing informing me about being forced to buy a membership. Apps in the App Store tend to get away with a lot of crap, but this is downright thievery. And according to some other previous user reviews, I’m not the only one who’s had this issue either. Stay away from this app! Find another one of the many birth control calendar apps out there.

## App Name: mypill-birth-control-reminder

2021-06-21 04:17:49

AEGP

App loses track of pills taken

This was my last time trying this app. The reminder will go off and I’ll mark a pill as “taken” then 5 min later the alarm goes off AGAIN and I open the app and it shows the pill was taken but the reminder will keep going off… why? Then the next day I’ll go in and it’ll show I missed 1-3 days of pills. I didn’t… Every pill has been taken and logged on time. I’ve downloaded and used this app multiple times over the years, I’ve updated it, I’ve deleted and reinstalled the app and it’s a consistent issue. When I eventually do miss a pill I can’t rely on the app to track it to use back up methods because this app sure isn’t reliable. I’m better off setting an alarm on my phone and using google calendar to document I missed a pill than this app. This has been a 2+ year issue.

## App Name: mypill-birth-control-reminder

2020-11-13 03:07:14

Zooppal

Yikes

The app may be useful-ish, my actual main reason for deleting this app is while reading reviews the developers response to someone questioning whether it was worth $14 premium charge was “well our developers need to eat!” And then proceeded to explain why all free apps are crap etc, who runs your PR? Seems like you need to hire a professional for your communications. I don’t want to support developers who feel the need to be so condescending to those who give a negative review.  
  
The app itself...isn’t bad, can be useful to some for sure. I will download and pay for an app where the developers have better communication skills to handle criticism.

## App Name: mypill-birth-control-reminder

2020-06-13 17:30:32

pink\_sugarplum

Used to be great

I’ve been a long time user of myPill, but I have decided to uninstall this today. It’s been telling me that I’ve missed my pill and that I am unprotected, even though I’ve been marking it as “pill taken” on time. The reminder also keeps on popping up/ringing even after I’ve marked it as taken sometimes. It just did it again as I was typing this review!  
I thought that it will just clear itself up after a few updates but I don’t think that’s coming up anytime soon. Too much bug and not it’s just not worth it anymore.

## App Name: mypill-birth-control-reminder

2020-07-18 15:33:10

Emily Prrez

Terrible

The limitation to what you can do is absolutely ridiculous. You can’t even change the alarm sound or add snooze without paying. The design looks gloomy and sad. The alarm doesn’t even work for me. I put 9 PM and it’s just saying “take ur pill” at 10 am?? It doesn’t let me change the time zone either so i don’t know what’s wrong. There isn’t even a sound when i get my notification when supposidly it’s supposed to make a basic noise. terrible. Use your alarm built in your phone instead don’t waste your time with this.

## App Name: mypill-birth-control-reminder

2024-01-03 00:32:54

nenanacolee

Love the app but…

I love this app don’t get me wrong I have never missed a pill since I had this app since 2019. I have been a premium member since 2019 and love being able to add notes, doctors appts, etc.   
I’m having an issue now when I try to add new symptoms the app immediately closes. I can’t add new notes it just force closes. I don’t know why this is happening. I will update my review when this is fixed. I reached out to support to just waiting on a response because I really want to be able to use all the app functions like I used to 😒

## App Name: mypill-birth-control-reminder

2022-03-11 17:34:18

dnidland

They just want you to upgrade

Not helpful if you need reminders until you take the pill, that is of course if you sign up for the subscription. Not worth it in my opinion as there are other apps that are not birth control oriented that still offer the same option in terms of reminders. If you are good and remember to take it and don’t need reminders than this is for you. Otherwise be prepared to be bombarded by requests from them to upgrade. NOT worth it!

## App Name: mypill-birth-control-reminder

2024-03-26 02:09:23

Ashe Marie C

Easy app but not worth

The app is simple and and has a nice theme to it. I would enjoy using it a whole lot more if I could change the amount of pills in my pack without having to spend money. That’s just greed and taking advantage of users who don’t take a typical 21 day pack or continue on packs without a break or in my case since I breastfeed, a mini pill that doesn’t have placebos or breaks.

## App Name: mypill-birth-control-reminder

2020-06-27 00:07:25

Kaitlyn4321

You need a membership to edit

It was fine at first until I realized it didn’t put the correct info for my pill packet in. To do that you need to pay a membership which is so stupid. Deleted after 2 weeks

## App Name: mypill-birth-control-reminder

2022-07-09 04:01:11

fdftkujhg

stole my money

i’ve paid for a subscription TWICE and it still says the same thing. “Error”. supposedly it’s a wifi issue but i paid and it’s still ongoing just for it to keep saying error. this is a scam. I’ve contacted the company and no response.

## App Name: mypill-birth-control-reminder

2020-11-19 17:04:58

Dalia A Rea

Amazing App

If I knew about this app sooner I would have gotten it. Super informative you have a group of females that are super nice and help out and answer your questions. I am really interested on what other have to say about the pill. This app is helpful

## App Name: mypill-birth-control-reminder

2020-08-04 01:37:58

TruthSerumManila

Water tracker won’t turn off!

I’ve had this app for yearssssss and I have never had a problem with it up until today. The water tracker keep on alarming even though it’s setting is off. 😡

## App Name: mypill-birth-control-reminder

2020-12-01 04:48:08

cass\_lynnx

LOTS of issues

App is constantly crashing. I could be typing out a comment or a post and the app will close. Moderators take way too long to take down an offensive post/comment or ban rude users. They will ban people who call out racism on the app though. Do better.

## App Name: mypill-birth-control-reminder

2021-11-12 21:03:03

NoOtherNicknamesFree

Somethings ok, other stuff pretty awful

There are some features that are alright, and other features that I feel are a complete joke and set up terribly. If you are looking for a calendar/symptom tracker/reminder app, it does the job just fine. I do like the symptom tracker and notes. It does include a lot of birth control forms too, so that’s nice. On the other hand, the forum between users is a mess. At first I thought the feature was nice, where people can ask unfiltered questions if they aren’t comfortable or able to get in contact with the doctor. Sounds like a great idea too. However, very quickly do I see users say “do your research” and “stop posting questions that people have asked before,” etc. What seems most troubling is that no one appears to be certified, unless they are certified with “clout” because they interact with the comments for YEARS. I have a problem of people writing as if they are professionals. Just because you have researched the pill, or have taken it, does not mean you understand how other people’s bodies respond. My other note is that there can be little compassion towards people who are at different levels of understanding. Yes, I can read the papers on the pill, and look up stuff online, but some people have trouble processing and applying that information. On top of that, pregnancy scares are no joke, and sometimes you need support and help processing. Too many times I’ve read “stop asking questions other people have already asked,” or “just take the information you were given and stop asking” feels very compassionless to the situation. So if you want to post questions, my caution is that some of these women can come off very compassionless because they keep answering similar questions (on their own will too, no one said they had to respond to everyone). I can understand user frustration on both ends, but at the end of the day I think some people really need support through an insecure/uncertain time. By all means, this is a simple tracker, and does the job. It’s not an app I am enthusiastic about, but it’s hard to be excited over a pill calendar. It’s a 10/10 ranking for the tracking part. If you are looking forward to the forum, understand that it’s highly flawed, and extremely questionable on how helpful it can be. 3/10 ranking for the user interaction.

## App Name: mypill-birth-control-reminder

2021-04-20 15:05:26

Bekah\_kah

Rest of the app is good forums are horrible and one sided

Warning to all conservatives, if you have a differing opinion you will be called a slew of names and shut out , DO NOT GET THIS APP

## App Name: mypill-birth-control-reminder

2021-03-02 16:17:38

winning214

Missing BC options

I wanted you use this app to put notes as it states but it does not list nexplanon. So this app is not helpful if you are on that BC.

## App Name: mypill-birth-control-reminder

2022-12-06 21:01:52

Kristent06

Not worth the price paid

I have a reminder set for 3:30pm in my correct time zone. For whatever reason it notifies me at 3:00!! This isn’t the correct time. I paid $13.99 for the app and I wish it worked properly.

## App Name: birth-control-pill-reminder

2020-08-02 06:14:53

Alex57981

Couldn’t use it for more than 2 minutes.

You have to buy the upgraded version if you want to change the time of the reminder.   
I wish I would’ve known before getting it.   
I understand that the developers need to eat (get paid) but I would’ve definitely been more willing to buy the app if I would’ve just been offered the paid version upfront instead of being lured into downloading it and finding out that it works as a reminder but it reminds you Only when the app wants to remind you (at 9AM) and that you can’t change the time unless you pay(?!) please just make it so that the consumer knows they have to pay to use it. The fact that this app labeled as “free“ if not even the Most basic feature—of changing the time of the reminder—is available is misleading.

## App Name: birth-control-pill-reminder

2021-02-16 00:58:05

Tara762

Never worked.

Let me start by saying that I DID have my push notifications enabled and all settings correctly configured! However, this app never worked the way I needed it to: as a reminder to take my pill!!! I am a very forgetful person so a reminder is an absolute necessity. I could go in and mark my pill as taken, so that portion of the app worked, but it never reminded me. No alarm went off, my screen did not light up, and no banner even popped up on my screen if it was unlocked. I’ve tried tweaking the settings multiple times, but nothing helped. It only worked when it wanted to work and in the way it wanted to work, but this worthless app didn’t help me at all. Bummer...it has such a high rating. Hoping another app will actually work for me.

## App Name: birth-control-pill-reminder

2023-03-13 12:32:31

rippedoffadshater

Colors aren’t easily legible

Both color schemes rely on contrast to differentiate and highlight days, but the shades are too similar. It needs a more visually accessible palette with options other than pink and blue.

## App Name: birth-control-pill-reminder

2021-02-06 10:01:01

jandoendkr

waste of time

don’t download download the M.P one   
this one is horrible doesn’t even have an alarm to alert you .. you have to upgrade to premium to get the alarm feature

## App Name: birth-control-pill-reminder

2022-06-28 02:26:50

SafeMomma4

NEGATIVE STARS

I set it up and while setting it up it CRASHED my phone. It shut it down entirely as if my phone died, when I had almost full battery. DO NOT DOWNLOAD!!! DO NOT USE!!!!

## App Name: birth-control-pill-reminder

2020-08-19 01:22:48

cb12234;

Honestly hate it. I paid and it is still awful

Not worth it even a little

## App Name: birth-control-pill-reminder

2021-03-10 06:11:14

koolkat92

App sounds and themes

Who ever made this app could of added better and more sounds for the alarm and add cool themes for it too

## App Name: birth-control-pill-reminder

2020-11-01 16:33:02

letsmakeapanda

Okay

It never reminds me anything . No alarm goes off , nothing .

## App Name: birth-control-pill-reminder

2021-04-29 02:22:30

prettybish17

Wack

Alarm doesn’t work

## App Name: planned-parenthood-direct

2024-01-07 19:35:00

oscarbadoscar

Great idea, but executed poorly

I love the option to order birth control online and have it shipped straight to me. However, the app has some major bugs that are now causing me to run out of my prescription.   
  
I had a video chat set up for 1:00pm today and entered the call at 12:58pm. I received an email at 12:59pm stating I had a new message, but the email didn’t say what the message said. I received another email at 1:05pm informing me that I had a new message, but I couldn’t view either message without ending the video call.   
  
I waited until 2:15pm in the “waiting room” for the doctor to answer my call, thinking that maybe they were running behind and would get to me eventually, and that’s what the messages were about. Eventually, I realized that the doctor was not going to answer my call, so I ended the video chat. Then I checked the messages to see that at 12:59pm, the doctor informed me they were waiting on my video call. At 1:05pm, they informed me they were cancelling my request because I didn’t answer their video chat, even though I had been in the waiting room that whole time.   
  
I submitted a new request, but there isn’t a new video chat opening for 5 days, which means I likely won’t get my prescription in time.   
  
Whatever bug caused this issue NEEDS to be fixed. There also needs to be an option to read messages without ending the video call, because that ultimately would have helped me avoid the predicament I’m now in.

## App Name: planned-parenthood-direct

2023-05-05 00:08:29

Casey Hannah

CHECK THE APP YOURSELF

I got PP direct because the service I was using for birth control beforehand raised their prices. Getting the prescription was easy enough, but the delivery was another story. They sent it through USPS so it went to our mailbox (shared with several houses in the community). ALL OF MY NOTIFICATIONS FOR THE PP DIRECT APP WERE TURNED ON, but I wasn’t notified about the delivery. I had to go in the app myself to see the message saying it was delivered, but by then it was sitting in a 90°+ mailbox for over 24 hours, and though the customer service person was nice, nobody could tell me if the birth control was compromised or not. The actual provider never even messaged me back, I just heard back from customer service. Now I’m down $60 for birth control that I can’t even use because I’m worried they won’t be effective. Long story short, you have to check the app yourself, don’t rely on the notification service.

## App Name: planned-parenthood-direct

2024-05-01 13:52:20

Moonch13s

Issues with having prescriptions delivered

The first time I had issues with the new delivery method they advertised in having it shipped directly to your housing, I was highly miffed. The delivery took over two weeks and by then I was already having to restart my pill schedule, mind you they were shipped A WEEK before so I had a weeks worth until the new set came in. No one could tell me what was going on, fine, I sucked it up and chalked it to being first time screw ups like most things.  
  
The few times after that I became more annoyed as they would never say they shipped even when checking the app daily or just no update at all but had no issues taking my money immediately every time.  
  
Customer support didn’t offer any help other than reposting the tracking info which never had updates either.  
  
My pill helps skip my cycles meaning no blood clotting issues and I can function daily with minimal pain and headaches, it’s not something I can just forego or be skipping/missed. I only tried this shipment method because they kept bouncing my prescriptions between Walgreens or Walmart even though my selected pharmacy was always set to Walgreens.  
  
It’s nice and discreet, but not worth the stress and nightmare that is shipping and their handling of it.

## App Name: planned-parenthood-direct

2020-09-19 20:45:16

LaenaLuvv

Lost a customer of two years.

Physicians clearly don’t listen and don’t respond to the needs and wishes of the patients. I experienced constant bleeding with a BC and went to the doctor and was told to stop. After I went I contacted my prescribing clinician to explain the horrific problems I have and that I wanted to switch back. She then tried forcing me to stay on the same script that the hospital had just told me to discontinue, after telling me to “go to the hospital if you’re bleeding continuously” - which clearly said to me that this entire time she wasn’t listening and was just trying to push their new sponsoring brand. Went straight to the pill club, had a virtual appointment, and got my BC of MY CHOICE THAT I’M PAYING FOR prescribed within 24 hours and sent to me for HALF THE PRICE EVEN WITHOUT INSURANCE. Never again, as a cervical/ovarian cancer survivor- trying to continue to prescribe what she did was DANGEROUS to say the least.

## App Name: planned-parenthood-direct

2021-11-10 14:20:06

rudeert

login issues

since the new update I have tried logging in with an account already had with you guys and I tried creating two new accounts with my boyfriends email and one of the emails that I had just made and every time I try to login it says that my accounts already in use and I cannot use that email or the information is correct I’m not sure why this is happening but I obviously need to get into my account I’m so sad that this happened because this has been a really great app for me so disappointed that this is happening. WORST APP EVER I HAVE BEEN TRYING FOR DAYS TO GET INTO MY ACCOUNT! this is ridiculous the amount of times i’ve tried to login and create new accounts it won’t let me doing anything! I NEED BIRTH CONTROL FIX THIS !!!

## App Name: planned-parenthood-direct

2023-12-21 14:36:42

Leave2die

Pill mill that didn’t document my care

My experience was super sketchy as a adult it’s important my chart reflects the care I’ve received. But I was simply another recipient of undocumented medication. I should’ve ran for the hills when they refused to discuss insurance with me. Because they didn’t check my medical history. Everything was off books. It was some lady awkwardly staring at me asking me questions and explaining the bare bones. Then telling me sorry about you if the pharmacy won’t fill it. I felt not only fleeced but sick to my stomach that I basically received back alley treatment.   
  
Respect yourself ladies and gents and nonbinary pals. Don’t go to Planned Parenthood if you have an emergency. It won’t show up that you have BC or on meds that they give you. Same with if you have had a procedure done.

## App Name: planned-parenthood-direct

2023-01-04 19:23:19

cadence\_\_s

Really bad bugs with payment

The process of getting UTI medication was simple enough, however the app somehow autofilled an old billing address and everytime I tried to update to my current billing address, the app would show the same message “Billing address doesn’t match your bank account”. It seems like there’s a bug with changing the billing info, which glitches out and reverts back to the old info only AFTER I submit the payment. Thus, I’ve been charged around 5 times and only refunded 3 times… Hopefully the rest is refunded soon. Can’t continue my payment because it won’t save the updated billing address, so I’ll have to find something else.

## App Name: planned-parenthood-direct

2023-06-07 14:32:54

natashaaaa12344

App not working

I get my birth control from this app and once all my refills are used, I have to schedule a appointment to request more. The issue is the app keeps saying no appointments available and to try back in a few hours. I kept trying and even tried requesting another form of birth control and the same messages appeared. I thought it was cool to be able to get birth control from an app so that you don’t have to go to a doctor office. Now it’s a hassle to even get a appointment. They give you a number to call but according to the person I spoke with, it’s two different companies and to get an appointment I have to pay 99 dollars vs 25 that this app requires.

## App Name: planned-parenthood-direct

2023-01-18 15:36:46

SchwiftyChick

Rude & Unhelpful Staff

Received my birth control in the mail when I was out of town and unable to retrieve it. It was in the summer and I was concerned about efficacy of the pills being left out in the heat for a few days. Chatted with one person, who confirmed that the efficacy could be diminished and they’d send me replacements right away. Another person followed up a couple of days later saying if I needed more pills I would have to put in a request for more. Can’t use my insurance, paid $75 for pills I couldn’t take, with no recourse given. Have since switched to Nurx with no issues and I get free pills.

## App Name: planned-parenthood-direct

2021-11-11 17:55:47

aacv93xq1

Can’t login to account

I tried logging into my account after changing the password and it prompts me to fill out the basic info again with my name address birthdate etc etc and then once I submit it says “oops! That email is already taken, if you think the account belongs to you try resetting the password” like I didn’t just do that😒. I just need to pull up my records from my past visits and test results. If the app is going to be buggy as heck at least give us the ability to access the accounts in a regular browser without getting stuck in a loop

## App Name: planned-parenthood-direct

2020-12-16 15:45:32

Kt10007a

Billing Nightmare From PP

I’m currently in collections because of a billing error by PP Direct. PP representatives so far have been no help in resolving this.  
  
Initially the app was easy to use and service was quick, medication that came was as requested. Medication is expensive but seemed worth the convenience.  
  
However billing for this has not been as simple, as PP has been double charging me for the entire prescription in error. When I began receiving paper bills in the mail, I called to raise that I had already been charged by credit card in the app. The representative acknowledged that this was an error in their billing system and would be resolved, and that I could disregard paper bills. Come 10 months later, to my surprise PP never resolved my account, and I have been sent to collections for their billing error. I’ve continued to try to resolve this, and 11 months later am still in that process.  
  
A ridiculous hassle over a routine service, avoid this app.

## App Name: planned-parenthood-direct

2023-06-25 22:39:00

dedenikki7

Looping at sign in

Your app keeps telling me I have an account but I can’t log in. It keeps sending me to the basic info screen after “logging in” and then proceeds to tell me that I may already have account and that I can contact customer service for help which redirects me to a blank page. It also keeps asking me to verify my email which they already have as I keep getting emails from you so you know my email already. So I’m stuck in a loop and it’s maddening because I need help but I can’t get through. But, that’s fine because I don’t need it anymore.

## App Name: planned-parenthood-direct

2022-11-22 15:31:36

vc1229

Lost Pills

This app was great until USPS lost my package for a week. And PP has still not sent out a replacement over a week later. I use my BC so I can work, and so I can do everyday things without being in pain. I’m going to have to quit my job until I can find a replacement birth control because PCOS is debilitating for some of us. It’s not even the cheapest BC app out there it’s just a trusted name and trusting them was a mistake. If there’s an update I’ll provide it but for now I am switching to a better rated provider and taking my chances.

## App Name: planned-parenthood-direct

2021-01-25 15:12:31

Ang’s apple id

Hard to login and doesn’t allow me to check and see my appointment

I find it very difficult to login to this app and it doesn’t seem to allow me to check and see what my appointment day and time is. I’m not sure if there was another app before this one. But this one could use some improvement. Most apps have you login and then let you check on your appointment but this one only has where I can make an appointment. I have one already it seems like the Docasap website and this one are not linked or something. I’m not sure.

## App Name: planned-parenthood-direct

2020-11-30 17:59:37

queenkitten13

Fix this

So I used this once and it worked fine. Then I tried using it again and the order history won’t work on any device I log on to. So I can’t message the provider back, see what they said or medications. I have no way to know what’s going on. And I called planned parenthood and they have no way to help as they have no access or back up for when this happens. I’m very upset as I’m sitting here with an uti and no way to know if they prescribed me medicine or if I need to go in to be seen. Nothing.

## App Name: planned-parenthood-direct

2022-09-10 19:03:23

savespot

Please Listen to the Poor Reviews

Tried to get some BC prescribed and they processed my payment before telling me what I was paying for. And not only that, but they prescribed a BC that would not work for me! I tried to message the clinician to raise my concerns but was met with silence. Oh, and they don’t let you cancel your order. Even if it hasn’t shipped.   
  
Now I’ve wasted $60 on something I do not want. Please please either do better or be more upfront about your process.

## App Name: planned-parenthood-direct

2020-08-14 09:16:13

LizetteCOLUMBIALAW

Unfortunately not what I expected

I used the app to order birth control after experiencing many months of not getting my period. Unfortunately I don’t think the nurse practitioners I worked with took into consideration the information I gave them to prescribe me the correct prescription. I think this service would be fine for someone who on the whole is active and healthy and may need birth control to prevent pregnancy but not necessarily for someone who seeks birth control to help regulate hormones or induce menstrual cycles.

## App Name: planned-parenthood-direct

2021-04-10 15:17:51

MissHex

Messages do NOT WORK, order was confirmed days late

Terrible UX design, terrible experience. I put in an order on Monday because I needed my prescription by Sunday. I got NO response — no confirmation, no receipt, nothing. So I went to the doctor on Thursday and got my prescription refill. So why did Planned Parenthood charge me $60 for an order on Friday? Your app is not functioning properly and I can’t get my money back. ALSO, the doctor prescribed me something that made me spot for over two months and I couldn’t get a hold of a human to take care of it.

## App Name: planned-parenthood-direct

2024-01-23 20:51:50

Mroahr

Telehealth broken

Planned Parenthood has been there for my needs via Telehealth for over 2 years and i used App for the telehealth video chats. Had my appointment due today but app wouldnt let me open my scheduled Telehealth. Now I have to wait till next week. This really messes me up considering I have to have to get my meds on a time table that requires lab testing before doctor will re-prescribe. Wish they hadnt broke the app.

## App Name: planned-parenthood-direct

2020-10-10 16:53:47

vivi.omo

This app crashes every time I try to get my birth control pills

I’ve been trying for almost a month to get my birth control pills by mail and every time I try taking the picture of my insurance card the app the just crashes and logs me out I’ve tried everything. From closing the app to uninstalling the app to fixing the WiFi to shutting off my phone and still nothing I’ve even uninstalled the app for a few weeks and tried again but still nothing

## App Name: planned-parenthood-direct

2020-09-22 17:19:56

ElJefeTX

Humiliating— Condescending— NEVER AGAIN

I lost my job and insurance because of Covid-19 and hoped this would meet my needs. I received a follow up call after submitting my request. I chose honest about my sexual activity and was judged, scolded and ridiculed. It was so bad that I got choked up, and then she chuckled, mocked me and then scolded me some more. I thought this would be a safe environment to be honest and vulnerable... WRONG! I have never been treated so harshly by a medical professional. This was truly one of the worst experiences of my life.

## App Name: planned-parenthood-direct

2021-03-02 02:38:48

....Jasmine

Payment

Due to COVID I did the form and asked for it to be picked up at the pharmacy, which says that it will be paid at the pharmacy. When checking out and finishing however it told me I needed to pay, and didn’t give me the option to not add a payment. Then my card was charged without my insurance added and I will most likely still need to pay at the Pharmacy if the support team can’t reverse it.

## App Name: planned-parenthood-direct

2020-11-04 05:51:57

😰😰bruh

Can’t even get birth control

I don’t usually write reviews on apps, but this one let me down. After answering the 11 questions about my medical history I come to the page that says, “How many packs would you like to order at this time?”. There’s nowhere for me to add a response and I can’t move onto the next steps. Also, if you try to continue a visit for birth control, the app crashes. Please fix this.

## App Name: planned-parenthood-direct

2023-04-04 20:14:43

Athenea247a

Worst App ever

Please don’t waste your time with this app. They will always mess up your pick up order. I wasted hours of my life trying to contact them about the error in my prescription and they never answered.  
  
I was previously using Simple Health but had to switch up because they were having a delay in shipping orders. But I will definitely come back to them.  
Please don’t waste your money/time here.

## App Name: planned-parenthood-direct

2023-12-27 16:48:27

Morleb

Will take back if fixed

My app won’t open at all. Like it won’t even get to the sign in part before saying “we had some trouble launching the app” when this is my first time downloading it to my finances phone, can’t access anything info in the app on your website so how am I supposed to access my MEDICAL HEALTH INFORMATION, And order new birth control if your app won’t even open?

## App Name: planned-parenthood-direct

2023-11-20 17:23:30

akuroma.

Doesn’t let me book an video appt.

The appt works great until I get to the video consultation part- been trying to book an appt for some time now, but it keeps telling me that video consultations are unavailable, despite planned parenthood direct being available in my state. The app doesn’t work for me for some reason.

## App Name: planned-parenthood-direct

2022-05-10 18:59:11

elfffdnz

Poor information, bad experince!

I bought it because She said I prescribed you for 3 months. But as far as I can see, it is only 1 month. And I paid $90!!!! and this unfortunately does not work for me. As I said, the process progressed poorly for me in terms of information. I decided to use Pp direct for the first time, but I regret to say that I will not use it again !

## App Name: planned-parenthood-direct

2022-05-01 00:28:01

jackiejack4568

Insurance Options

Should really add having other insurance options on here. I have insurance so getting pills should cost me $0. Having to pay 45$ for my 3 pack prescription is mind blowing to me. Thought this would be easier and less of a headache than what I’ve been having to do to get a prescription / refill. This is insane like everything else

## App Name: planned-parenthood-direct

2021-08-22 22:58:21

akfhhiu

Very disappointed

I used to love this app last year because it was so convenient especially if you need a prescription from a doctor but this year is totally different. I don’t recommend this app and the doctor that talked to me with the prescription is rude and not helpful at all. Opposite to the doctor who helped me last yer. Don’t waste your time with this app.

## App Name: planned-parenthood-direct

2023-11-27 16:31:21

DHK Sual

Uninstall when you're not buying

This app gives constant notifications asking me to buy more pills. How much do you think I need? There is also very little information, only the barest receipt and many redundant notification icons that can't be removed. I can't even see delivery estimate dates. The staff are nice, the app itself is trash.

## App Name: planned-parenthood-direct

2023-10-04 00:17:34

Spilled Tea

Can’t log back in

Super buggy! I made an account years ago and deleted it. I redownloaded the app and can’t log back in. When I click in “forgot password,” nothing is sent to my email! I even checked my spam folder, absolutely nothing. And when I click on the link for customer support, I get a 404 error :/

## App Name: planned-parenthood-direct

2020-09-09 19:19:33

too old in fashion years

Not a fan

To get a prescription refill, you have answer a series of questions. My prescription refilled was refused because I am over 35 and get occasional headaches. People grow old and life is filled with headaches, these shouldn’t be reasons why not to get a refill. I am positive that my headache will be gone once I delete this app. As Keith Richards once said to a cheerful reporter, nice try.

## App Name: planned-parenthood-direct

2020-07-10 20:24:20

Emaleedeck

SCAM!

This is a scam app meant to data farm your health information. I entered everything correctly multiple times and every time they came up with some bs excuse as to why they couldn’t connect me with the doctor I scheduled an appointment with. Now I’m getting scam emails and calls.  
Don’t waste your time here. Go see a real health care provider. I used to think so highly of Planned Parenthood but this is just SAD!

## App Name: planned-parenthood-direct

2023-11-22 08:14:42

Sidiixid

F this app

The app is so horrible and has made my experience getting birth control even harder and more stressful, always have to re login, cant just make appointment directly nor can you check when your appointment is without having to click hundreds of buttons . Hate this app do better

## App Name: planned-parenthood-direct

2020-12-06 19:23:54

QueerWeyer

Can’t even open the app because it keeps crashing

Love the idea of this and it should be more of a thing!!!! Thank you guys for creating something like this. I just wish it were more user friendly. I’ve been attempting to create an account for 30min now and still am unable.

## App Name: planned-parenthood-direct

2023-11-25 22:03:46

cleo67432

What a JOKE

The clinician I spoke to about my UTI shouldn’t even be a licensed professional. They denied me service and told me to go to a doctor. Guess what, I can’t afford to go. This is the most minor UTI I have ever had. What a joke Planned Parenthood. I will be sure to tell everybody how ridiculous this service is and ultimately what a waste of time this was. Do better.

## App Name: planned-parenthood-direct

2020-12-09 04:53:03

screw you fundango

Love planned parenthood, hate the app.

I love planned parenthood but the app won’t even let me create an account! I’m 24 years old so I know I’m old enough but as soon as I put in my birthday it exits out of the app and I have to start all over. I have a FaceTime appointment that I guess I can’t use now because I can’t create an account for the app to get the link for the appointment 😓

## App Name: planned-parenthood-direct

2020-12-08 17:07:42

Space\_Tiger

Currently Unusable

When creating an account, the app will crash when entering your birthdate. Tried uninstalling and reinstalling, even tried someone else’s device. Living about 40 minutes away from the clinic, this was a way to get a prescription filled without have to drive so far out of our way.

## App Name: planned-parenthood-direct

2021-04-04 22:55:23

Emme313

Most Useless App Ever

Considering the name of the app is Planned Parenthood Direct, I expected to see my chart and be able to make my appointment using the app’s interface. It’s just a link that opens up your browser for you and you can’t access your chart info. I don’t even take birth control because I have an IUD! Rename it, it make it more robust.

## App Name: planned-parenthood-direct

2024-03-11 16:28:41

1983705

Has potential, but needs help

Buggy, constantly have to login and it won’t save your password. I clearly made a mistake on intake forms because of the bugs and lagging and they denied me antibiotics because of it.

## App Name: planned-parenthood-direct

2021-07-27 04:03:57

komalley2002

Bug?

Whenever I open the app, it just stays on the loading screen. I’ve let it run for hours and it stays on the same screen. I’ve had it downloaded for 2 weeks now and haven’t been able to use it once.

## App Name: planned-parenthood-direct

2022-04-07 12:26:38

Mztrist

Not Working

The app doesn’t work at all I keep getting an error message about already having an account which I know. So I can’t get past the the basic info page. I’m not trying to make a new account I just want to log in

## App Name: planned-parenthood-direct

2021-01-18 15:59:27

rosemarysquala

Doesn’t work

I’ve been trying to log on several times now and it doesn’t let me. It’s asks me for basic info and then doesn’t continue on to a different site. Needs some fixing I would like to to use this site to receive my birth control. Thank you

## App Name: planned-parenthood-direct

2024-03-14 01:23:54

faldlkjlasdn

Pointless

This app is pointless bc it doesn’t keep track of your appt history, and it sends you to a web browser to make appts, where you have to fill everything out over and over.

## App Name: planned-parenthood-direct

2020-07-22 01:14:54

deathslinky

Shuts off when checking inbox

Every time I try to check my inbox the app shuts off. I updated the app and restarted my phone and I am still having this problem.

## App Name: planned-parenthood-direct

2022-07-22 15:10:27

surbaien

Frustrated!!!

I have an appointment in 10 mins and have been trying to sign in for over 30 mins! I created an account and it keeps telling me I already have one but won’t let me sign in!!! What gives!?

## App Name: planned-parenthood-direct

2020-12-15 02:24:41

Pv1092

Keeps Crashing!

I need to change my shipping address and the app keeps crashing on my every time I get to the zipcode. Please someone fix this. It’s getting frustrating to not be able to do something so simple. This new update has not helped.

## App Name: planned-parenthood-direct

2023-03-14 14:38:14

Favbd

Contact

Please make a way to contact the doctor who prescribed the birth control pills..  
I’ve gotten side effects from it and I can’t reach the doctor to ask for a different brand.  
The little robot chat isn’t working for me.

## App Name: planned-parenthood-direct

2020-11-05 18:29:26

Excellent game scoot

App not working

I just signed up for the app Nov 5 as I’m supposed to have a teleport appointment today. I can download the app but the clickable Get Started at bottom of screen is not clickable. Nothing is happening. I’m now having to wait another week to do an in-person visit.

## App Name: planned-parenthood-direct

2022-01-10 14:53:49

Grimiy Y.

App doesn't work :/

I downloaded the app and it was stuck on the loading page for hours. I tried to uninstall and reinstall, but the same issue kept occuring. Kind of upsetting :<

## App Name: planned-parenthood-direct

2021-09-15 22:46:46

visali123

Reached

I made a order and then they won’t answer me back to fix address and I got charged and there’s no other way to reach them

## App Name: planned-parenthood-direct

2023-12-27 02:26:17

stayingsmall

APP DOESNT WORK

Log in only take you to the sign. I just tried with multiple emails to make an account, reset passwords, received emails, and I still haven’t even gotten to actually log in and use the app

## App Name: planned-parenthood-direct

2022-01-16 13:50:45

houyvddbki

The app just stopped working on my iPhone 12..

It stalls at a blue screen with the planned parenthood logo & never loads. I’ve tried uninstalling & reinstalling the app. I’ve sent two messages to ‘technical support’ with no response.

## App Name: planned-parenthood-direct

2022-05-05 04:06:48

s4567h

deleting account

Hi i would like to know how i could possibly delete my account, i thought i could track my period on here but i can’t , could use any type of help ??

## App Name: planned-parenthood-direct

2023-01-25 12:00:00

cacads

Won’t login

It literally won’t let me login or make a new account. I tried a different email and it’s still telling me I have an account. Won’t let me login or anything

## App Name: planned-parenthood-direct

2020-10-07 21:23:10

nakiarain

Keeps crashing

The app crashed right after I put my card information in and now every time I try to continue with my application it crashes

## App Name: planned-parenthood-direct

2023-03-25 04:44:18

Janae Deli

$75 for 3 months?!

I’m permanently disabled & on Medicare but you only accept Family Planning? No insurance. What a kick in the gut. I can’t afford the $45 copay to see a doctor so I was stunned at the minimum amount of $75 to plop down. It’s insulting.

## App Name: planned-parenthood-direct

2021-02-04 21:55:16

SuperMadpatient

Retarded App Ever

Using APP do online visit during Covid is a really smart idea. BUT please get your app updated with IT department. Always disconnected and take time to reconnect. I feel 1 hour visiting extend to 3hrs due to the retarded app design. Please make thing smooth and efficient!

## App Name: planned-parenthood-direct

2022-01-26 14:14:08

BeachbunnyXOXO

ppdirect

i havent been able to actually use the app in months. every time i try to go on it it leaves me on this screen with the ppdirect logo and doesn’t take me anywhere. im not sure what to do ive tried uninstalling and installing the app several times but nothing seems to work.

## App Name: planned-parenthood-direct

2021-01-25 08:20:42

Apear710bbw

Doesn’t work

Not allowing me to sign in. I put in info and it’s not giving me the option to move forward. Was really looking forward to using the app so upset that I can’t.

## App Name: planned-parenthood-direct

2020-12-09 13:26:52

Ixtab435

This app doesnt work

I wish this app worked because its a good idea. However it logs me out anytime I try to set up my account. I wont make it to my appointment because the app wont let me.

## App Name: planned-parenthood-direct

2024-03-29 04:08:17

stop, seriously

age requirement

I just turned 18 why am I not allowed to get my pills delivered? The app says that I "don't meet the minimum age requirement in my state for this service" I'm literally 18 what

## App Name: planned-parenthood-direct

2022-12-28 10:28:51

dankdoodlellamas

No connection

I haven’t been able to use the app it’s calming I have no internet connection even tho I have 3 bars.

## App Name: planned-parenthood-direct

2023-11-10 00:52:58

seth cohen 😩

terrible !

worked fine 4 months ago til i needed to refill my prescription and it takes me over 3 weeks to get a video chat confirmation. just for the day i get the appt they wanna tell me my insurance is wrong? even though it was fine when i first used it. this app is a joke

## App Name: planned-parenthood-direct

2024-02-01 20:20:43

dessert enjoyer

Cancelled UTI prescription request

In miserable pain for a UTI, showing all symptoms of a UTI, they told me to get tested for HIV when I urgently need a prescription and cannot make it to an urgent care

## App Name: planned-parenthood-direct

2020-12-12 20:04:11

Mars256

Crashing

I can’t make an account because the app crashes when I put in my birth date.

## App Name: planned-parenthood-direct

2020-12-11 22:17:37

ilene2020

Crashes

Constantly crashes there for not worth my time

## App Name: planned-parenthood-direct

2020-06-27 06:26:51

vajsosishshsisowjwb62829

please make this app useable

won’t let me login without creating a new account then saying i already have one over and over and over and over and over and over again i just want help. this app is completely useless

## App Name: planned-parenthood-direct

2023-12-07 15:27:51

paulineczka1212

The app is not working

The app is not working! don't waste your time

## App Name: planned-parenthood-direct

2020-06-07 17:32:18

ThatMcGraw

Doesn’t run on iPhone 7

Crashes every time I try to open it.

## App Name: planned-parenthood-direct

2020-05-27 13:48:28

maramorha

Nurx and pill club are cheaper and accept insurance

this is not the first nor the best service to use.

## App Name: planned-parenthood-direct

2020-12-10 04:40:31

deja2346

Waste

Everytime i try to put in my birthday the whole app closes out

## App Name: planned-parenthood-direct

2021-10-22 18:59:18

skibble dibble

wont deliver to pharmacy

only tried to use this becuase it said there was an option to send to a pharmacy instead of shipping directly but there was no option for that and only ships directly

## App Name: planned-parenthood-direct

2020-07-10 11:42:56

Ashley N Clark

Pp Direct App

App has been down all morning!! Can’t purchase my birth control. Please fix it!!

## App Name: planned-parenthood-direct

2021-02-26 17:38:14

Sksisoaosvsksh

Customer service

Y’all respond for too long , I just need to get the pill please. Omg

## App Name: planned-parenthood-direct

2020-12-10 15:02:09

DancingLime

App doesn’t work

The app keeps closing out, I can’t sign in or make appointments.

## App Name: planned-parenthood-direct

2020-07-24 00:01:28

pinconvosplease

awful!!

this is such a scam, if won’t let me cancel my order when it hasn’t shipped yet and they are going to send me an awfully rated birth control pill that i specifically didn’t want.

## App Name: planned-parenthood-direct

2023-09-15 02:26:42

uraqtbaeee

never received, nobody answered

it’s been 6 days and i have yet to get my package. support does not respond either

## App Name: planned-parenthood-direct

2023-06-11 13:16:06

Destiny Amari Robinson

doesnt work

dumb app

## App Name: planned-parenthood-direct

2022-10-14 06:01:38

Ep\_cn

Never got my prescription

I was really hoping for a better experience. Just about a month ago I needed a refill on my usual birth control. Long story short, I was notified that my prescription was sent to my pharmacy after I paid the $25.00 only to find out no prescription was ever sent. I sent a message to follow up, and never heard anything back.   
So I’m out $25.00 and the convenience this is supposed to provide during a time of need.

## App Name: planned-parenthood-direct

2022-04-25 04:02:51

trumpian17

Horrible experience and lazy prescription

The doctor on the app prescribed the worse medicine at an insanely high dose for a beginner. When asked to switch the prescription to one used previously, the “doctor” denied to switch the prescription. They pride themselves on being affordable however they don’t accept insurance and the “appointment” was $25. I never met with the doctor and waited long periods of time in between for a message back. What was the $25 going towards? Because there definitely wasn’t an appointment, and the Doctor has bad communication skills. @Lauren H was the clinician in case you’re wondering. I would like to request a refund but I cannot find anything online or on the app for information to do so. I have been charged $25 and now I’m broke. It’s always better to go through a real doctor or a real pharmacist when seeking a prescription for BC. DO NOT TRUST PLANNED PARENTHOOD. I trusted you and now I NEED A REFUND.

## App Name: planned-parenthood-direct

2021-09-17 16:31:14

jostilts

Terrible

Charged me without properly sending my prescription to the pharmacy. I’ve been trying to contact them for days. I’ve tried to reach out through the clinician inbox and support via the app. Now I can’t even log into my account and when I try to reset the password it doesn’t send the security code to my email. I’d give this zero stars if I could.

## App Name: planned-parenthood-direct

2021-04-11 22:43:44

confused!?!?!?!?!?

$60 for 3 Packs?

This is just not affordable at all. I’m a college student who is stuck on campus who can’t get a prescription for a birth control because we aren’t allowed to leave campus. I can’t afford $60 for a less than 3 month supply of birth control (I skip my placebo week). I thought this was supposed to be available for everyone for free? Why can I walk in and get it for free but when I order it online I have to pay $60?

## App Name: planned-parenthood-direct

2020-08-08 16:08:31

<SpaceCat4857>

App Doesn’t Work

I have to log in with my username and password every single time I open the app. It all so sends me a verification text every time I open it and requires me to verify!!!

## App Name: planned-parenthood-direct

2020-06-24 05:00:29

irina gray

Doesn’t work

I was so happy to know that you have this app for getting birth control pills. But unfortunately, it couldn’t be installed on my phone. I tried a lot of times, nothing worked. I tried to install on iPhone and on android. No result at all. It’s very sad. Please, fixe this app.