



Remove One Star

FREE TRUSTPILOT REVIEW AUDIT

Northstar Health

northstarhealth.example · Trustpilot
120 reviews analysed · September 22, 2026

Prepared by Remove One Star

| This is a rule-based review, not a prediction. Trustpilot makes every decision.

This is a rule-based review, not a prediction. Trustpilot makes every decision.

Summary

120

reviews analysed

96

rated 1 or 2 stars

35

worth flagging

14

need a human look

71

likely to stay

25

shown as top candidates

By Trustpilot rule

Rule	Reviews with a signal	Worth flagging
Personal information	22	17
Harmful or illegal	8	5
Not based on a genuine experience	7	7
Advertising or promotional	6	3
Who can write a review	3	0
About a different business	2	2
Incentivized reviews	1	1

"Worth flagging" means the text itself shows content a Trustpilot rule names, such as a promo code or a phone number. "Needs a human look" means a signal that depends on context. "Likely to stay" means no signal matched: most real complaints, however harsh, stay. Every rule, with Trustpilot's wording and the source, is explained at removeonestar.com.

Top candidates (25 of 35)

1 ★☆☆☆☆ 2026-09-02 Cheaper elsewhere

"Message me and I will send you the same pills for half the price, no prescription needed."

May break: Advertising or promotional

Trustpilot: "Promotes another business or product which isn't related to the reviewer's experience, including unauthorised advertisements, links to another business, promotional codes and calls to action."

help.trustpilot.com/s/article/For-which-reasons-can-businesses-flag-service-reviews

Matched: A call to contact the reviewer ("Message me", strong); Offers to sell prescription medicine ("no prescription needed", strong)

Evidence a report needs: The promotional words, highlighted. The code, the link, "DM me", "link in bio". Trustpilot assesses what you highlight. Nothing else. This is the one reason where your records add nothing.

2 ★☆☆☆☆ 2026-07-27 Cheaper elsewhere

"Message me and I will send you the same pills for half the price, no prescription needed."

May break: Advertising or promotional

Trustpilot: "Promotes another business or product which isn't related to the reviewer's experience, including unauthorised advertisements, links to another business, promotional codes and calls to action."

help.trustpilot.com/s/article/For-which-reasons-can-businesses-flag-service-reviews

Matched: A call to contact the reviewer ("Message me", strong); Offers to sell prescription medicine ("no prescription needed", strong)

Evidence a report needs: The promotional words, highlighted. The code, the link, "DM me", "link in bio". Trustpilot assesses what you highlight. Nothing else. This is the one reason where your records add nothing.

3 ★☆☆☆☆ 2026-07-08 Heard bad things

"Never used them myself, but my cousin says they are a scam. Stay away."

May break: Not based on a genuine experience

Trustpilot: "We can remove a review if the reviewer wasn't eligible to write a review about your business (for example, if the reviewer is a current employee or a competitor, was paid to write a fake review, or the review isn't about a recent experience)" help.trustpilot.com/s/article/For-which-reasons-can-businesses-flag-service-reviews

Matched: Says they never used the business ("Never used", strong); Describes someone else's experience ("my cousin says", weak)

Evidence a report needs: The reviewer's own words. "I work there." "This happened to my brother." "I have never used them, but..." A fact about who the writer is. A public profile that ties them to a competitor. A name that matches a current member of staff.

4 ★☆☆☆☆ 2026-07-04 Heard bad things

"Never used them myself, but my cousin says they are a scam. Stay away."

May break: Not based on a genuine experience

Trustpilot: "We can remove a review if the reviewer wasn't eligible to write a review about your business (for example, if the reviewer is a current employee or a competitor, was paid to write a fake review, or the review isn't about a recent experience)" help.trustpilot.com/s/article/For-which-reasons-can-businesses-flag-service-reviews

Matched: Says they never used the business ("Never used", strong); Describes someone else's experience ("my cousin says", weak)

Evidence a report needs: The reviewer's own words. "I work there." "This happened to my brother." "I have never used them, but..." A fact about who the writer is. A public profile that ties them to a competitor. A name that matches a current member of staff.

5 ★☆☆☆☆ 2026-05-27 Heard bad things

"Never used them myself, but my cousin says they are a scam. Stay away."

May break: Not based on a genuine experience

Trustpilot: "We can remove a review if the reviewer wasn't eligible to write a review about your business (for example, if the reviewer is a current employee or a competitor, was paid to write a fake review, or the review isn't about a recent experience)" help.trustpilot.com/s/article/For-which-reasons-can-businesses-flag-service-reviews

Matched: Says they never used the business ("Never used", strong); Describes someone else's experience ("my cousin says", weak)

Evidence a report needs: The reviewer's own words. "I work there." "This happened to my brother." "I have never used them, but..." A fact about who the writer is. A public profile that ties them to a competitor. A name that matches a current member of staff.

6 ★☆☆☆☆ 2026-04-01 Heard bad things

"Never used them myself, but my cousin says they are a scam. Stay away."

May break: Not based on a genuine experience

Trustpilot: "We can remove a review if the reviewer wasn't eligible to write a review about your business (for example, if the reviewer is a current employee or a competitor, was paid to write a fake review, or the review isn't about a recent experience)" help.trustpilot.com/s/article/For-which-reasons-can-businesses-flag-service-reviews

Matched: Says they never used the business ("Never used", strong); Describes someone else's experience ("my cousin says", weak)

Evidence a report needs: The reviewer's own words. "I work there." "This happened to my brother." "I have never used them, but..." A fact about who the writer is. A public profile that ties them to a competitor. A name that matches a current member of staff.

7 ★☆☆☆☆ 2026-02-28 Heard bad things

“Never used them myself, but my cousin says they are a scam. Stay away.”

May break: Not based on a genuine experience

Trustpilot: “We can remove a review if the reviewer wasn’t eligible to write a review about your business (for example, if the reviewer is a current employee or a competitor, was paid to write a fake review, or the review isn’t about a recent experience)” help.trustpilot.com/s/article/For-which-reasons-can-businesses-flag-service-reviews

Matched: Says they never used the business (“Never used”, strong); Describes someone else's experience (“my cousin says”, weak)

Evidence a report needs: The reviewer's own words. "I work there." "This happened to my brother." "I have never used them, but..." A fact about who the writer is. A public profile that ties them to a competitor. A name that matches a current member of staff.

8 ★☆☆☆☆ 2026-09-18 Wrong page

“Wrong company I think, but their delivery driver dented my gate.”

May break: About a different business

Trustpilot: “We can remove a review if it clearly indicates it’s for another business, like if it describes buying a handbag and your business sells insurance.” help.trustpilot.com/s/article/For-which-reasons-can-businesses-flag-service-reviews

Matched: Says it is about another business (“Wrong page”, strong)

Evidence a report needs: The words that point elsewhere, highlighted. The other company's name. A product you have never sold. A state you do not serve. A price you have never charged. One plain sentence of context. "We have never sold a skin cream." Trustpilot can check that against your website.

9 ★☆☆☆☆ 2026-09-05 Write to the owner

“Write to the owner at [removed] because the shared inbox is ignored.”

May break: Personal information

Trustpilot: “We can remove another person’s personal information such as someone’s name, phone number, email address, or photos/videos of others.” help.trustpilot.com/s/article/For-which-reasons-can-businesses-flag-service-reviews

Matched: An email address (“[removed]”, strong)

Evidence a report needs: The highlighted detail. The name, number, address or image. That is the whole case. A note that it is not public. Check your website, your profile and your replies first. One sentence is enough: "This agent's direct line is not published anywhere."

10 ★☆☆☆☆ 2026-09-05 Call them yourself

“Call the manager yourself on [removed] and tell him what you think.”

May break: Personal information

Trustpilot: “We can remove another person’s personal information such as someone’s name, phone number, email address, or photos/videos of others.” help.trustpilot.com/s/article/For-which-reasons-can-businesses-flag-service-reviews

Matched: A phone number (“[removed]”, strong)

Evidence a report needs: The highlighted detail. The name, number, address or image. That is the whole case. A note that it is not public. Check your website, your profile and your replies first. One sentence is enough: "This agent's direct line is not published anywhere."

11 ★☆☆☆☆ 2026-08-31 Write to the owner

"Write to the owner at [removed] because the shared inbox is ignored."

May break: Personal information

Trustpilot: "We can remove another person's personal information such as someone's name, phone number, email address, or photos/videos of others." help.trustpilot.com/s/article/For-which-reasons-can-businesses-flag-service-reviews

Matched: An email address ("[removed]", strong)

Evidence a report needs: The highlighted detail. The name, number, address or image. That is the whole case. A note that it is not public. Check your website, your profile and your replies first. One sentence is enough: "This agent's direct line is not published anywhere."

12 ★☆☆☆☆ 2026-08-27 Call them yourself

"Call the manager yourself on [removed] and tell him what you think."

May break: Personal information

Trustpilot: "We can remove another person's personal information such as someone's name, phone number, email address, or photos/videos of others." help.trustpilot.com/s/article/For-which-reasons-can-businesses-flag-service-reviews

Matched: A phone number ("[removed]", strong)

Evidence a report needs: The highlighted detail. The name, number, address or image. That is the whole case. A note that it is not public. Check your website, your profile and your replies first. One sentence is enough: "This agent's direct line is not published anywhere."

13 ★☆☆☆☆ 2026-08-25 Watch out

"If my refund is not here by Friday I will burn the place down."

May break: Harmful or illegal

Trustpilot: "We can remove content that incites or glorifies harm. This includes descriptions and promotion of violence, threats of harm, abusive behavior, and promoting self-harm." help.trustpilot.com/s/article/For-which-reasons-can-businesses-flag-service-reviews

Matched: A threat of violence ("I will burn", strong)

Evidence a report needs: The words themselves. For the first four sub-reasons the evidence is the text. Highlight the threat, the slur or the explicit content, and nothing else. For defamation, three things. The statement of fact, proof that it is false, and the financial loss it caused. "We lost customers" is weaker than a cancelled contract that cites the review.

14 ★☆☆☆☆ 2026-08-13 Call them yourself

"Call the manager yourself on [removed] and tell him what you think."

May break: Personal information

Trustpilot: "We can remove another person's personal information such as someone's name, phone number, email address, or photos/videos of others." help.trustpilot.com/s/article/For-which-reasons-can-businesses-flag-service-reviews

Matched: A phone number ("[removed]", strong)

Evidence a report needs: The highlighted detail. The name, number, address or image. That is the whole case. A note that it is not public. Check your website, your profile and your replies first. One sentence is enough: "This agent's direct line is not published anywhere."

15 ★☆☆☆☆ 2026-08-12 Useless support

"Support was useless. The agent is [removed] and she never called back. Order number [removed] is still missing."

May break: Personal information

Trustpilot: "We can remove another person's personal information such as someone's name, phone number, email address, or photos/videos of others." help.trustpilot.com/s/article/For-which-reasons-can-businesses-flag-service-reviews

Matched: Someone else's first and last name ("agent is [removed]", strong)

Evidence a report needs: The highlighted detail. The name, number, address or image. That is the whole case. A note that it is not public. Check your website, your profile and your replies first. One sentence is enough: "This agent's direct line is not published anywhere."

16 ★☆☆☆☆ 2026-07-28 Wrong page

"Wrong company I think, but their delivery driver dented my gate."

May break: About a different business

Trustpilot: "We can remove a review if it clearly indicates it's for another business, like if it describes buying a handbag and your business sells insurance." help.trustpilot.com/s/article/For-which-reasons-can-businesses-flag-service-reviews

Matched: Says it is about another business ("Wrong page", strong)

Evidence a report needs: The words that point elsewhere, highlighted. The other company's name. A product you have never sold. A state you do not serve. A price you have never charged. One plain sentence of context. "We have never sold a skin cream." Trustpilot can check that against your website.

17 ★☆☆☆☆ 2026-07-25 Write to the owner

"Write to the owner at [removed] because the shared inbox is ignored."

May break: Personal information

Trustpilot: "We can remove another person's personal information such as someone's name, phone number, email address, or photos/videos of others." help.trustpilot.com/s/article/For-which-reasons-can-businesses-flag-service-reviews

Matched: An email address ("[removed]", strong)

Evidence a report needs: The highlighted detail. The name, number, address or image. That is the whole case. A note that it is not public. Check your website, your profile and your replies first. One sentence is enough: "This agent's direct line is not published anywhere."

18 ★☆☆☆☆ 2026-07-20 Watch out

"If my refund is not here by Friday I will burn the place down."

May break: Harmful or illegal

Trustpilot: "We can remove content that incites or glorifies harm. This includes descriptions and promotion of violence, threats of harm, abusive behavior, and promoting self-harm." help.trustpilot.com/s/article/For-which-reasons-can-businesses-flag-service-reviews

Matched: A threat of violence ("I will burn", strong)

Evidence a report needs: The words themselves. For the first four sub-reasons the evidence is the text. Highlight the threat, the slur or the explicit content, and nothing else. For defamation, three things. The statement of fact, proof that it is false, and the financial loss it caused. "We lost customers" is weaker than a cancelled contract that cites the review.

19 ★★★★★ 2026-07-08 Five stars

"Five stars. They gave me a discount for this review, so here it is."

May break: Incentivized reviews

Trustpilot: "Businesses are encouraged to invite customers to leave reviews, but invitations must be fair, neutral, and unbiased with no incentives offered." legal.trustpilot.com/for-businesses/guidelines-for-businesses

Matched: Says the review was paid for or rewarded ("gave me a discount for this review", strong)

Evidence a report needs: Flag it under "Not based on a genuine experience". The reviewer's own words. "I work there." "This happened to my brother." "I have never used them, but..."

20 ★☆☆☆☆ 2026-07-03 Watch out

"If my refund is not here by Friday I will burn the place down."

May break: Harmful or illegal

Trustpilot: "We can remove content that incites or glorifies harm. This includes descriptions and promotion of violence, threats of harm, abusive behavior, and promoting self-harm." help.trustpilot.com/s/article/For-which-reasons-can-businesses-flag-service-reviews

Matched: A threat of violence ("I will burn", strong)

Evidence a report needs: The words themselves. For the first four sub-reasons the evidence is the text. Highlight the threat, the slur or the explicit content, and nothing else. For defamation, three things. The statement of fact, proof that it is false, and the financial loss it caused. "We lost customers" is weaker than a cancelled contract that cites the review.

21 ★☆☆☆☆ 2026-06-22 A rival's view

"I work at a rival clinic and everyone there knows this company is a joke."

May break: Not based on a genuine experience

Trustpilot: "We can remove a review if the reviewer wasn't eligible to write a review about your business (for example, if the reviewer is a current employee or a competitor, was paid to write a fake review, or the review isn't about a recent experience)" help.trustpilot.com/s/article/For-which-reasons-can-businesses-flag-service-reviews

Matched: The writer works for or runs a competitor ("I work at a rival", strong)

Evidence a report needs: The reviewer's own words. "I work there." "This happened to my brother." "I have never used them, but..." A fact about who the writer is. A public profile that ties them to a competitor. A name that matches a current member of staff.

22 ★☆☆☆☆ 2026-06-10 Watch out

"If my refund is not here by Friday I will burn the place down."

May break: Harmful or illegal

Trustpilot: "We can remove content that incites or glorifies harm. This includes descriptions and promotion of violence, threats of harm, abusive behavior, and promoting self-harm." help.trustpilot.com/s/article/For-which-reasons-can-businesses-flag-service-reviews

Matched: A threat of violence ("I will burn", strong)

Evidence a report needs: The words themselves. For the first four sub-reasons the evidence is the text. Highlight the threat, the slur or the explicit content, and nothing else. For defamation, three things. The statement of fact, proof that it is false, and the financial loss it caused. "We lost customers" is weaker than a cancelled contract that cites the review.

23 ★☆☆☆☆ 2026-06-06 Watch out

"If my refund is not here by Friday I will burn the place down."

May break: Harmful or illegal

Trustpilot: "We can remove content that incites or glorifies harm. This includes descriptions and promotion of violence, threats of harm, abusive behavior, and promoting self-harm." help.trustpilot.com/s/article/For-which-reasons-can-businesses-flag-service-reviews

Matched: A threat of violence ("I will burn", strong)

Evidence a report needs: The words themselves. For the first four sub-reasons the evidence is the text. Highlight the threat, the slur or the explicit content, and nothing else. For defamation, three things. The statement of fact, proof that it is false, and the financial loss it caused. "We lost customers" is weaker than a cancelled contract that cites the review.

24 ★☆☆☆☆ 2026-05-31 Call them yourself

"Call the manager yourself on [removed] and tell him what you think."

May break: Personal information

Trustpilot: "We can remove another person's personal information such as someone's name, phone number, email address, or photos/videos of others." help.trustpilot.com/s/article/For-which-reasons-can-businesses-flag-service-reviews

Matched: A phone number ("[removed]", strong)

Evidence a report needs: The highlighted detail. The name, number, address or image. That is the whole case. A note that it is not public. Check your website, your profile and your replies first. One sentence is enough: "This agent's direct line is not published anywhere."

25 ★☆☆☆☆ 2026-05-29 Call them yourself

"Call the manager yourself on [removed] and tell him what you think."

May break: Personal information

Trustpilot: "We can remove another person's personal information such as someone's name, phone number, email address, or photos/videos of others." help.trustpilot.com/s/article/For-which-reasons-can-businesses-flag-service-reviews

Matched: A phone number ("[removed]", strong)

Evidence a report needs: The highlighted detail. The name, number, address or image. That is the whole case. A note that it is not public. Check your website, your profile and your replies first. One sentence is enough: "This agent's direct line is not published anywhere."

Needs a human look (14)

Date	Stars	Review	Possible rule
2026-08-31	2	Rushed. Dr. [removed] rushed my appointment and did not listen.	Personal information
2026-08-23	1	Crooks. Absolute fraud, the owners should be locked up.	Harmful or illegal
2026-08-19	1	Crooks. Absolute fraud, the owners should be locked up.	Harmful or illegal
2026-08-03	1	Go somewhere else. Save your money and go to the clinic on Fifth instead.	Advertising or promotional
2026-07-24	2	Rushed. Dr. [removed] rushed my appointment and did not listen.	Personal information
2026-06-17	1	Old order. Back in 2019 they lost my first order. Never forgot it.	Who can write a review
2026-05-29	2	Rushed. Dr. [removed] rushed my appointment and did not listen.	Personal information
2026-05-11	1	Go somewhere else. Save your money and go to the clinic on Fifth instead.	Advertising or promotional
2026-05-02	1	Old order. Back in 2019 they lost my first order. Never forgot it.	Who can write a review
2026-04-07	2	Rushed. Dr. [removed] rushed my appointment and did not listen.	Personal information
2026-03-03	2	Rushed. Dr. [removed] rushed my appointment and did not listen.	Personal information
2026-02-22	1	Old order. Back in 2019 they lost my first order. Never forgot it.	Who can write a review
2026-02-18	1	Go somewhere else. Save your money and go to the clinic on Fifth instead.	Advertising or promotional
2026-01-02	1	Crooks. Absolute fraud, the owners should be locked up.	Harmful or illegal

What happens next

Any business with a claimed profile can flag a review for free. Trustpilot assesses the one reason you choose, and decides.

1. **Claim the profile and log in to Trustpilot Business.** Flags are only accepted from a business account.
2. **Open Manage reviews, then Service reviews, then Inbox.** Find the review there.
3. **Click the flag icon and choose one reason.** There are five, and Trustpilot assesses only the one you pick.
4. **Read the guideline it shows you and confirm.** Confirm that you want to continue.
5. **Highlight the words that break the rule.** Trustpilot looks at what you highlight.
6. **Do the first step if the reason has one.** Personal information and different business flags start with an edit request to the reviewer. A genuine experience flag starts with Request information. The reviewer has 3 days.
7. **Confirm you understand misuse is a breach of the guidelines, and submit.** Only a harmful or illegal flag hides the review while it is assessed.
8. **Wait for the email with the outcome.** You can appeal a decision once if you have new facts. Do not flag the same review again.

We remove 1-star reviews from Trustpilot and Google. You only pay for the ones that come down. 100% risk-free. No removal, no charge. From \$475 per removed review. Proof for every removal. No contracts.

To start with the reviews marked worth flagging, reply to team@removeonestar.com.