

Palm Beach County's Best Kept Secret... a Secret No More!



They say knowledge is power, but sometimes you need an advocate, someone or something to assist you in understanding

the many consumer protections available, knowing who to contact, and sorting through the issues involved when businesses fail to do the right thing.

Palm Beach County's **Division of Consumer Affairs** is where your **Consumer Concerns meet Consumer Protection**. Established in 1972, the agency has intervened on behalf of thousands of county residents and visitors adversely affected by unfair and deceptive trade practices by businesses, manipulative sales persons and unscrupulous landlords.

The Division of Consumer Affairs Investigators safeguard consumers from unfair, deceptive and unlawful business practices through a **Free Informal Mediation Program**. Top complaint areas and issues addressed include, but are not limited to:

- Failure to honor warranty contracts for new appliances, appliance or a/c repairs, or home repairs
- Poor workmanship by contractors
- Overcharges for minor vehicle damage when returning a leased vehicle
- Refund policy not posted in store, on receipts, or not honored
- Landlord/tenant issues, such as landlord keeping security deposit without cause, or failing to provide appropriate maintenance
- Billing disputes with healthcare providers, service contracts, phone service, cable and/or internet providers
- Failure to deliver items ordered in store or online

You may file your complaint online at our website:

www.pbcgov.com/consumer

For more information:

561-712-6600

Boca/Delray/Glades toll free:

1-888-852-7362

@PBCConsumer

consumer@pbcgov.org





CONSUMER PROTECTION

According to the Federal Trade Commission, between 2016 -2020, there were **over 7 and a half million** complaints of fraud with an average loss of **\$1,599.00**. In today's economy, such a loss could seriously impact your personal finances.

Under the authority of **Palm Beach County's Consumer Affairs Ordinance**, from 2016 – 2020, over **One Million Dollars** (\$1,188,450) have been recovered for consumers.

Some eligibility requirements do apply to our **Informal Mediation Program**: Either you or the other party must be located in Palm Beach County; Business vs. Business complaints, as well as complaints vs. government agencies are excluded.

When considering whether to use a particular business, it's wise to do some research, so you don't waste or lose your money. The Division of Consumer Affairs offers a business look up tool which gives a three (3) year history of complaints recorded on a **Business Information Report**. This **Look Up Business** tool, as well as Consumer Traps and Tips are available on our website:



www.pbcgov.com/consumer



Palm Beach County
Board of County Commissioners
Department of Public Safety
Division of Consumer Affairs
50 South Military Trail, Suite 201
West Palm Beach, FL 33415
(561) 712-6600
Boca/Delray/Glades toll free: 1-888-852-7362
Fax: 561-712-6610