



Department of Agriculture, Trade and Consumer Protection

Home Improvement

Please attach copies (both sides) of all documentation that supports your complaint, such as: invoices, receipts, contracts, cancelled checks, advertisement/catalog page showing item ordered, emails, text messages.

1. How do we contact you?

Name: (Mr. Mrs. Miss Ms.) (circle one) _____ (first) _____ (middle) _____ (last) _____

Phone: Home () _____ Work () _____ ext. _____ Cell () _____

Contact me between 8:00 A.M. and 4:00 P.M. at: (circle one) Home Work Cell Email: _____

Address: _____ Apt.# _____ PO Box: _____

City: _____ State: _____ Zip: _____ County: _____

Improvement property address: _____ Apt.# _____

Improvement property city: _____ State: _____ Zip: _____ County: _____

2. What business is your complaint against?

Name of business: _____

Address: _____ Ste.# _____ PO Box: _____

City: _____ State: _____ Zip: _____ County: _____

Phone: () _____ Name of person you talked to: _____ Title: _____

Business email: _____ Business website: _____

Information about your complaint

3. Which of the following best describes your first contact with the business: (check one)

- Internet, Email, I responded to a radio or TV ad, I responded to a printed advertisement, Person from business came to my home, Person from business called me, Business sent me information in the mail, I attended a convention or trade show, I went to the business, I telephoned the business

4. How old is the person who had contact with the business? Age: (circle one) 0-17 18-61 62 or older

5. Did you sign a contract? (circle one) No Yes Date: _____ Total: \$ _____

6. What type of property repair/improvement was performed: [] residential [] business [] new home construction

7. Was the improvement advertised? (circle one) No Yes

- 8. Did the contractor: Inform you of your right to written lien waivers? Yes [] No [] Provide you with any written lien waivers? Yes [] No [] Substitute products or materials without your consent? Yes [] No [] Furnish written guarantees or warranties? Yes [] No [] Misrepresent the total completion price? Yes [] No [] Claim credit for a competitor's work? Yes [] No [] Falsely claim to be a member of another firm? Yes [] No [] Fail to disclose that another firm would perform work? Yes [] No [] Perform the work in a satisfactory manner? Yes [] No []

IMPORTANT: More questions on the back page (over)

