



Board of County Commissioners | Consumer Protection Agency

Quick Fact:

*Senior citizens are three times more likely to be victims of home improvement fraud**

National Consumer Protection Week

Tip Of The Day

Home Solicitation Scams

What is home solicitation?

- State statute defines home solicitations as any sale, lease or rental of a consumer good or service with a purchase price that exceeds \$25 and occurs in a location other than the seller's business location or fixed establishment.
- Home solicitation is most often used by:
 - ◊ Home improvement contractors
 - ◊ Home security companies
 - ◊ Water filter sales representatives
 - ◊ Vacuum cleaner sales representatives

Penalties

- Violations of the home solicitation law can be prosecuted as a misdemeanor. A second conviction can result in a third degree felony.

Heed these warnings

- Home solicitation sales without a permit are illegal in the state of Florida.
- Home solicitors are required to carry and display their permit .
- If you decide to make a purchase during the sales presentation, make sure you receive a copy of the sales contract or written agreement.
- A sales contract should contain accurate information about the product, service and pricing; the business name, address and telephone number; and the salesperson's name.
- Resist any high pressure sales tactics.
- Comparison shop the offer with other businesses before making a decision.

Consumer rights

- Under Florida's home solicitation law, consumers have three days to cancel the sale, which should be outlined in the contract language.
- Buyers should provide the seller with a written notice of cancellation in person, by telegram or by certified return receipt mail.
- The cancellation is effective on the postmark date.
- The seller is required to refund the buyers any payments they made within 10 days after the sale is canceled.
- The seller has approximately 40 days to retrieve any goods delivered to the buyer.
- The buyer must take reasonable care of the goods in their possession before cancellation or revocation of the agreement.

*Council of Better Business Bureaus

Be an educated consumer!
Visit www.hillsboroughcounty.org/consumerprotection
Hillsborough County Consumer Protection Agency | 813-903-3430