



# BBB SENIOR ALERT

## More Door-To-Door Sales Complaints

We have been notified that two groups are going door-to-door. One group is students selling magazines. They often will say they are raising money for class trips, college, charity, to stay off drugs, etc.

Complaints received yearly by the BBB are:

1. Seniors never receive the magazines they purchased.
2. Salesperson used high pressure tactics, even saying that they couldn't eat that day if they didn't sell subscriptions.
3. Some salespeople became aggressive and threatening when the senior declined to buy any magazines.

Also people are going door-to-door selling cable and phone service. Complaints received yearly by the BBB are:

1. Salesperson claims they can save the senior money, when in the long run, it generally costs the senior more.
2. Salesperson fails to state:
  - Seniors may not get the same TV stations.
  - Seniors may lose their phone number if they decide to go back to their original phone company.
3. Salesperson takes the paperwork with them. The senior has no idea who to call to ask questions or how to cancel.

### **Our BBB suggests ...**

#### **Be very cautious when purchasing anything from a door-to-door seller.**

1. Ask them to leave the information so that you have time to review it and time to get the company's BBB report - before buying.
2. Make sure you read and understand any contract. A contract is a legal document; you may not be able to break it or may have to pay a large financial penalty to do so.
3. If you have any questions concerning door-to-door sales, please call us at **419-531-3116 or toll free 1-800-743-4222.**