



**FOR IMMEDIATE RELEASE**

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## **CONSUMER ALERT**

### **HIGH PRESSURE Door-to-Door Furnace Sales**

The Better Business Bureau of Saskatchewan is warning consumers to beware of high-pressure home energy sales persons going door-to-door selling heating/cooling units. Every year the BBB receives a number of inquiries and complaints from consumers and municipalities who have been contacted regarding the sale of home heating/cooling services. The majority of the inquiries this year for this product/service concerns two companies that are not accredited businesses, with a head office in Ontario. This is the time of year that the sales people will be going door-to-door. The BBB offers the following tips if you are thinking about acquiring a home heating/cooling system.

#### **TIPS:**

- Direct sellers going door to door must be licensed under Consumer Protection in Saskatchewan. Ask for a copy of their Direct Sellers License. Ask for the address of the Registered Office in Saskatchewan for the business.
- Most urban municipalities require seasonal businesses engaged in door-to-door sales to be licensed in the municipality. Ask for a copy of that municipal business license.
- If they are from out of province, ask for the contact person for the Saskatchewan office. Under the Direct Sellers Act consumers may cancel any contract executed at home, provided such cancellation is provided in writing to the Saskatchewan office of the business within 10 calendar days of its execution.
- You may not want to let them in, at all. It is your home.
- Reputable businesses won't require signatures at the door. Take the time to read the documentation at your leisure. If the sales pitch has a limited time offer attached to it, ask the sales person to leave immediately and close your door.
- Obtain competitive quotes from businesses offering similar services. Contact the BBB (phone 1.888.352.7601 or online: [sask.bbb.org](http://sask.bbb.org)) to check out the business or to obtain a list of businesses offering similar service.
- Ask for references who have had the service in the past in Saskatchewan, then contact the references and discuss their level of satisfaction with the service.
- Ask the sales person at your door for all the details including installation costs, monthly financing costs, terms of the contract, how are contracts renewed, how product failures are handled, how service failures are handled, and what happens if you decide to move.
- If you choose to enter a contract with a door-to-door sales person or with another service provider, insist on full training on the system during normal business hours, and insist that installation be done between 9:00 a.m. and 5:00 p.m., or at the very least at your convenience. There is no need to install home heating/cooling systems in the evening.
- Do not leave your home unattended while the installation is occurring.
- Before you sign any contract, take the time to read the fine print.

The Better Business Bureau reminds all consumers and businesses to use caution and carefully review all invoices for products and services before paying. If a consumer or business has any questions regarding these calls, please contact the Better Business Bureau of Saskatchewan.

Information on companies (members and non-members) and educational publications can be accessed by calling the Better Business Bureau of Saskatchewan at (306) 352-7601 or by e-mail at [info@sask.bbb.com](mailto:info@sask.bbb.com) or visit us on the web at [www.sask.bbb.org](http://www.sask.bbb.org). The Better Business Bureau of Saskatchewan is a non-profit organization funded by over 1,200 business members throughout the province. ScamTracker tool is also available at <https://www.bbb.org/scamtracker/saskatchewan/>

***"The BBB... developing, encouraging and promoting ethical business practices in the marketplace."***

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**About BBB:**

For more than 100 years, Better Business Bureau has been helping people find businesses and brands they can trust. In 2014, people turned to BBB more than 165 million times for BBB Business Reviews, all available for free at [bbb.org](http://bbb.org). BBB Serving the Saskatchewan is one of 110 local, independent BBBs across North America. In 2015, consumers turned to BBB Serving Saskatchewan more than 270,000 for pre-purchase Inquiries regarding specific businesses in Saskatchewan and processed more than 400 complaints.