



COMPLAINT FORM

PLEASE USE SEPARATE FORM FOR EACH COMPLAINT

Form with two columns: PERSON FILING COMPLAINT (COMPLAINANT) and COMPLAINT FILED AGAINST (RESPONDENT). Includes fields for address, phone, and email.

PLEASE SPECIFY TYPE OF COMPLAINT:

Electronic/Appliance Repair

Home Furnishings

Extended Warranty Contracts

PRODUCT/MODEL/ITEM OF CONCERN: DATE OF PURCHASE/REPAIR/SERVICE:

BRIEFLY DESCRIBE YOUR COMPLAINT (BE SPECIFIC--WHO, WHAT, WHEN, WHERE, HOW): (Use additional paper if needed)

HAVE YOU FILED THIS COMPLAINT WITH ANY OTHER ORGANIZATION OR GOVERNMENT AGENCY? IF YES, PLEASE PROVIDE NAME OF AGENCY, NAME OF PERSON HELPING YOU, TELEPHONE NUMBER CASE NUMBER:

WHAT DO YOU WANT THE PERSON OR COMPANY TO DO TO SATISFY YOUR COMPLAINT?

READ THE FOLLOWING BEFORE SIGNING BELOW

Please attach to this form copies of any papers involved (contracts, bills received, correspondence, invoices, estimates, etc.) Paperwork received will not be copied and/or returned.

I HEREBY CERTIFY UNDER PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT TO THE BEST OF MY KNOWLEDGE ALL OF THE ABOVE STATEMENTS ARE CORRECT.

SIGNATURE DATE (Rev. 09/23)

JURISDICTION: The Bureau of Household Goods and Services resolves complaints and has jurisdiction over:

- the **repairing, servicing, or maintaining** of home entertainment equipment such as **televisions, radios, and audio video equipment**. The **repair and installation** of **radios, stereos or burglar alarms** used in private vehicles; including **service/maintenance contracts** on same.
- the **repairing, servicing, or maintaining** of major appliance such as **refrigerators, freezers, ranges, ovens, washers, dryers, dishwashers, and/or room air conditioners** normally used or sold for use in the home; **including service/maintenance contracts** on same.
- **installation and repair** of **television and radio antennas** on or adjacent to a residence, the **repairing, servicing, or maintaining** of **home office computers** and accessories, **fax machines, and copy machines**; including **service/maintenance contracts** on same.
- **upholstered furniture and bedding** (adults & juveniles), **water bed mattresses, liners and heaters, feather and down filled bedding materials, building insulation, sanitization of second-hand bedding, and custom upholstery**.
- service contracts for the maintenance, replacement or repair of consumer products including: electronic home entertainment equipment, home office equipment (including laptops, smart phones and tablets), major home appliances, furniture, jewelry, lawn and garden equipment, power tools, fitness equipment, telephone equipment, small kitchen appliances and tools, optical products (eyewear) and home health care products.

NOTICE ON COLLECTION OF PERSONAL INFORMATION

Collection and Use of Personal Information

The Department of Consumer Affairs (Department) and the Bureau of Household Goods and Services (Bureau) collects the information requested on this form as authorized by Business and Professions Code, sections 325 and 326 and the Information Practices Act. The Department and Bureau use this information to follow up on your complaint.

Providing Personal Information Is Voluntary

You do not have to provide the personal information requested. If you do not wish to provide personal information, such as your name, home address, or home telephone number, you may remain anonymous. In that case, however, we may not be able to contact you or help you resolve your complaint.

Access to Your Information

You may review the records maintained by the Bureau that contain your personal information, as permitted by the Information Practices Act. See below for contact information.

Possible Disclosure of Personal Information

We make every effort to protect the personal information you provide us. However, in order to follow up on your complaint, we may need to share the information you give us with the business you complained about or with other government agencies. This may include sharing any personal information you gave us.

The information you provide may also be disclosed in the following circumstances:

- In response to a Public Record Act request, as allowed by the Information Practices Act;
- To another government agency as required by state or federal law; or,
- In response to a court or administrative order, a subpoena, or a search warrant.

Contact Information

For questions about this notice or access to your records, you may contact the Bureau at 4244 South Market Court, Suite D, Sacramento, CA 95834, by phone at (916) 999-2041, or by email at bear.enf@dca.ca.gov. For questions about the Department's Privacy Policy, you may contact the Department of Consumer Affairs at 1625 North Market Boulevard, Sacramento, CA 95834, by phone at (800) 952-5210, or by email at dca@dca.ca.gov.