

SHOPPING FOR FURNITURE?

Trap

The last time Janice bought furniture had been a nightmare! She had gone to a recently opened store that was having a “great” sale. A lot of the furniture did not have manufacturer’s labels or price tags but the sales person helped her find furniture in her price range and said it could be delivered in two days.

Janice hadn’t been concerned that the order form just said “furniture” and “bed” and it did not itemize the two nightstands, the dresser and the headboard or the queen mattress. When the furniture arrived three weeks later the mattress and nightstands were not what she ordered! The headboard and dresser mirror were missing!

Tips

This time would be different. Here are the actions that she took:

- Janice got a Business Information Report from Consumer Affairs which told her of any complaints filed against the business in the last 3 years.
- She was at a store that had been at the same location for several years, where friends and relatives had shopped with good results.
- She made sure all the furniture had manufacturer’s labels and price tags.
- She insisted on seeing and reviewing everything on the order form before paying for the furniture. Janice wanted to make sure each item she was buying was listed on the form along with the manufacturer’s name, model name and number, the size, color and price.
- She read all the terms and conditions on the order form carefully prior to signing and making payment.
- Janice paid for the furniture with a credit card, giving her leverage in case of a dispute.

**Contact Consumer Affairs to file a complaint or obtain more information.
Call 561-712-6600 (Boca/Delray 1-888-852-7362)**