

TOWING WITHOUT YOUR CONSENT

Trap

Reggie, his wife, and six-year-old daughter arrived at their apartment late one evening after attending a party. His daughter was sleeping so he pulled close to the building in order to carry her upstairs to bed. When he returned to move his car he discovered it was missing. Bobby thought it had been stolen. He immediately called the police department. The police dispatcher advised Bobby that his vehicle had been towed. Bobby couldn't believe it! He was away from his car less than five minutes and it was gone. How could this happen? Who authorized the tow?

Tips

Reggie took a chance and parked in an unauthorized area or "non-consent tow zone" established by his community.

- Know the parking rules of your community and look for required tow-away signs. Be cautious where you park! Your vehicle can be towed without your permission.
- Towing companies must have the permission of the property owner/manager before a vehicle can be towed. It is illegal for a towing company to remove a vehicle without proper authorization.
- To protect consumers, the county has established a comprehensive Towing Ordinance and maximum fees which can be charged when a vehicle is towed without the owner's permission.
- Carefully inspect your towed vehicle for new damages before paying the bill.
- Towing companies must release your towed vehicle within one hour upon your request, 24 hours a day.

**For more information OR to file a complaint, contact
Palm Beach County Consumer Affairs at 561-712-6600
(Boca/Delray 888-852-7362 toll free)**

www.pbcgov/consumer