



Home Improvement

Please attach copies (both sides) of all documentation that supports your complaint, such as: invoices, receipts, contracts, cancelled checks, advertisement/catalog page showing item ordered, lease documents, telephone bills.

1. How do we contact you?

Name: (Mr. Mrs. Miss Ms.) _____
(circle one) (first) (middle) (last)

Phone: Home () _____ Work () _____ ext. _____ Cell () _____

Contact me between 8:00 A.M. and 4:00 P.M. at: (circle one) Home Work Cell Email: _____

Address: _____ Apt.# _____ PO Box: _____

City: _____ State: _____ Zip: _____ County: _____

Improvement property address: _____ Apt.# _____

Improvement property city: _____ State: _____ Zip: _____ County: _____

2. What business is your complaint against?

Name of business: _____

Address: _____ Ste.# _____ PO Box: _____

City: _____ State: _____ Zip: _____ County: _____

Phone: () _____ Name of person you talked to: _____ Title: _____

Business email: _____ Business website: _____

Information about your complaint

3. Which of the following best describes your first contact with the business: (check one)

- Internet Person from business came to my home I went to the business
- Email Person from business called me I telephoned the business
- I responded to a radio or TV ad Business sent me information in the mail
- I responded to a printed advertisement I attended a convention or trade show

4. How old is the person who had contact with the business? Age: (circle one) 0-17 18-61 62 or older

5. Did you sign a contract? (circle one) No Yes Date: _____ Total: \$ _____

6. What type of property repair/improvement was performed: residential business new home construction

7. Was the improvement advertised? (circle one) No Yes

8. Did the contractor:
- Inform you of your right to written lien waivers? Yes No
 - Provide you with any written lien waivers? Yes No
 - Substitute products or materials without your consent? Yes No
 - Furnish written guarantees or warranties? Yes No
 - Misrepresent the total completion price? Yes No
 - Claim credit for a competitor's work? Yes No
 - Falsely claim to be a member of another firm? Yes No
 - Fail to disclose that another firm would perform work? Yes No
 - Perform the work in a satisfactory manner? Yes No

IMPORTANT: More questions on the back page (over)

