



Consumer Traps & Tips

An informed consumer is a smart consumer. Many situations call for a "Buyer beware" approach.

We provide consumer education via presentations at public venues, also via news releases along with our Traps and Tips newsletter on our website: www.pbcgov.com/consumer



Moving

Palm Beach County companies doing household moves within the county must be licensed by Consumer Affairs.

The county Moving Ordinance requires moving companies to provide a written estimate and a detailed contract with the "bottom line" cost. Our website contains a list of all licensed moving companies in Palm Beach County.

Always verify that the moving van has a current, large, bright decal on the windshield. Licensed companies are listed at www.pbcgov.com/consumer

Adult Entertainer ID Badge

Adult Entertainers are required to obtain a Work ID from the Division of Consumer Affairs to ensure that the performers are at least 18 years of age. Additionally, if there are any signs of human trafficking, staff are able to report tips to the National Human Trafficking Resource Center at 1-888-373-7888.

For More Information Contact

**Palm Beach County
Board of County Commissioners
Consumer Affairs Division**

50 S. Military Trail, Suite 201
West Palm Beach, FL 33415

Tel: (561) 712-6600

Fax: (561) 712-6610

Boca/Delray/Glades toll free:
1-888-852-7362

www.pbcgov.com/consumer

Twitter: @PBCCConsumer



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PROTECT YOUR MONEY

**Palm Beach County
CONSUMER AFFAIRS PROGRAMS**

**Where consumer concerns
meet consumer protection**



**Palm Beach County
Consumer Affairs Division**

Palm Beach County Consumer Confidence Is Good For Business

Consumer Affairs is an agency of the Palm Beach County Board of County Commissioners, a Division of the Public Safety Department – serving consumers and businesses in Palm Beach County since 1972.

Our mission is to help consumers make informed decisions about businesses. We investigate, negotiate, and mediate consumer complaints against businesses with a goal of avoiding any future conflicts and misunderstandings. We protect consumers and businesses from unlawful, deceptive and unfair trade practices by the enforcement of existing Ordinance laws and regulations.

The Palm Beach County Consumer Affairs Division does not rate or recommend any product, service or company.



Consumer / Business Disputes

We respond to consumer complaints against businesses and landlords. We also monitor business activities for illegal unfair and deceptive trade practices.

We strive to resolve disagreements via informal mediation and a conciliatory process. We annually investigate more than 500 cases, process 72,000 calls and welcomed nearly 12,000 customers to our office. Consumers are assisted with recovering hundreds of thousands of dollars each year. Our website pages recorded about 73,000 visitors.

Visit our website and click on "File an E-Dispute" at: www.pbcgov.com/consumer



Towing

Companies and drivers performing towing service tows in Palm Beach County are required to be licensed through Consumer Affairs.

Property/Business owners must provide prior authorization in writing before towing companies can tow or remove vehicles from private property. Palm Beach County has established maximum fees companies can charge for private property impounds and police-directed tows.

Visit our website for more information about towing and to view maximum towing fees: www.pbcgov.com/consumer



Vehicle For Hire

All taxi, limousine, shuttle and non-medical transport "for-hire" companies and water taxis operating in Palm Beach County must be licensed by Consumer Affairs.

Drivers working for Vehicle-for-Hire companies are required to obtain and wear an I.D. Badge.

Additional information and a list of all licensed companies and drivers are available by visiting our website at: www.pbcgov.com/consumer



- AWESOME!
- EXCELLENT
- GOOD
- AVERAGE
- POOR



Business Information Reports

Consumers recognize the value of a business committed to quality customer service.

Residents and visitors may contact us or go to our web site to review "Business Information Reports" about previous consumer disputes with 48,000 companies listed in our database: www.pbcgov.com/consumer