

SHOPPING FOR FURNITURE?

Trap

The last time Jen 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.

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

Tips

Next time would be different. Here are the actions that she planned to take:

- Jen would get a Business Information Report from Consumer Affairs which would tell her of any complaints filed against the business in the last 3 years.
- She would go to a store that had been at the same location for several years, where friends and relatives had shopped with good results.
- She would make sure that all the furniture had manufacturer’s labels and price tags.
- She would insist on seeing and reviewing everything on the order form before paying for the furniture. It was important that 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 would read all the terms and conditions on the order form carefully prior to signing and making payment.
- Jen would pay 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



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