

HOME REPAIR SCAMS

Cleaning up and rebuilding after a storm can be stressful. Many people might offer to help, but beware of scammers looking to make money off you during a tough time. Follow these tips to ensure you get quality work done by trustworthy contractors and businesses. Visit ncdoj.gov/disaster to learn more.

FINDING A CONTRACTOR

- Before you pay for tree or debris removal, call 2-1-1 first to see if there are free options.
- Contact your insurance company before beginning repair work in case you need an adjuster's approval. Confirm with your insurance company that people claiming to be insurance adjusters are legitimate employees or agents.
- Get referrals for contractors from friends and family; don't hire someone just because they knock on your door.
- Don't feel rushed to hire a service. If an offer is time-limited, find someone else to do the work.
- Compare written estimates from at least three different businesses before signing a contract.
- Don't fall for upsells. Some companies may point out other issues with your home after they were hired to do specific work. Instead of paying for unneeded services, get additional estimates for any new work you're considering.



RESEARCHING CONTRACTORS BEFORE YOU HIRE

Look into a contractor's credentials and history to see if they are reputable by using these resources:

- Friends and neighbors
- NCDOJ Consumer Protection Division (1-877-5-NO-SCAM)
- Better Business Bureau (www.bbb.org)
- Angie's List (www.angieslist.com), Yelp (www.yelp.com), or other online resources



PAYING FOR WORK

- Make sure your contract is in writing and includes the scope of work, materials, work schedule, guarantees, and payment schedule.
- Don't pay for work up front and don't pay with cash. Ideally, use a credit card so you can dispute payment if needed.
- Pay as the work is done, not before.
- Remember that you have the right to cancel in writing up to three days after you sign the contract.
- **Watch out for price gouging. If you know of a business charging excessive prices after a natural disaster or other state of emergency, file a price gouging complaint with our office at ncdoj.gov/gouging or by calling 1-877-5-NO-SCAM.**



If you or someone you know has been the victim of a home repair scam, file a complaint at ncdoj.gov/complaint or call us toll-free at **1-877-5-NO-SCAM**.



Attorney General

Josh Stein