



BUSINESS, CONSUMER SERVICES, AND HOUSING AGENCY • GAVIN NEWSOM, GOVERNOR  
**Bureau of Electronic and Appliance Repair,  
 Home Furnishing and Thermal Insulation**  
 4244 South Market Court, Suite D, Sacramento, CA, 95834-1243  
 P 916.999.2041 F 916.921.7279 | www.bearhfti.ca.gov



# COMPLAINT FORM

PLEASE USE SEPARATE FORM FOR EACH COMPLAINT

PERSON FILING COMPLAINT (COMPLAINANT):				COMPLAINT FILED AGAINST (RESPONDENT):			LICENSE/REG. NO IF KNOWN		
ADDRESS (NUMBER) (STREET) (APT)				ADDRESS (NUMBER) (STREET)					
(CITY) (STATE) (ZIP CODE)				(CITY) (STATE) (ZIP CODE)					
PHONE WHERE YOU CAN BE REACHED: M-F 8am-5pm				PHONE NUMBER					
(AREA CODE)				(AREA CODE)					
HOME PHONE				PERSON DEALT WITH:					
(AREA CODE)									
E MAIL				E MAIL					

PLEASE SPECIFY TYPE OF COMPLAINT:

Electronic/Appliance Repair

Home Furnishings

Extended Warranty Contracts

PRODUCT/MODEL/ITEM OF CONCERN:

DATE OF PURCHASE/REPAIR/SERVICE:

BRIEFLY DESCRIBE YOUR COMPLAINT (BE SPECIFIC--WHO, WHAT, WHEN, WHERE, HOW): (Use additional paper if needed)

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HAVE YOU FILED THIS COMPLAINT WITH ANY OTHER ORGANIZATION OR GOVERNMENT AGENCY? IF YES, PLEASE PROVIDE NAME OF AGENCY, NAME OF PERSON HELPING YOU, TELEPHONE NUMBER CASE NUMBER:

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WHAT DO YOU WANT THE PERSON OR COMPANY TO DO TO SATISFY YOUR COMPLAINT?

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READ THE FOLLOWING BEFORE SIGNING BELOW

**Please attach to this form copies of any papers involved (contracts, bills received, correspondence, invoices, estimates, etc.) Paperwork received will not be copied and/or returned.**

I HEREBY CERTIFY UNDER PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT TO THE BEST OF MY KNOWLEDGE ALL OF THE ABOVE STATEMENTS ARE CORRECT.

SIGNATURE  
(Rev. 04/17)

DATE

(see reverse side)

**JURISDICTION:** The Bureau of Electronic and Appliance Repair, Home Furnishings and Thermal Insulation resolves complaints and has jurisdiction over:

- the **repairing, servicing, or maintaining** of home entertainment equipment such as **televisions, radios, and audio video equipment**. The **repair and installation** of **radios, stereos or burglar alarms** used in private vehicles; including **service/maintenance contracts** on same.
- the **repairing, servicing, or maintaining** of major appliance such as **refrigerators, freezers, ranges, ovens, washers, dryers, dishwashers, and/or room air conditioners** normally used or sold for use in the home; **including service/maintenance contracts** on same.
- **installation and repair** of **television and radio antennas** on or adjacent to a residence, the **repairing, servicing, or maintaining** of **home office computers** and accessories, **fax machines, and copy machines**; including **service/maintenance contracts** on same.
- **upholstered furniture and bedding** (adults & juveniles), **water bed mattresses, liners and heaters, feather and down filled bedding materials, building insulation, sanitization of second-hand bedding, and custom upholstery**.
- service contracts for the maintenance, replacement or repair of consumer products including: electronic home entertainment equipment, home office equipment (including laptops, smart phones and tablets), major home appliances, furniture, jewelry, lawn and garden equipment, power tools, fitness equipment, telephone equipment, small kitchen appliances and tools, optical products (eyewear) and home health care products.

### **NOTICE ON COLLECTION OF PERSONAL INFORMATION**

#### **Collection and Use of Personal Information**

The Department of Consumer Affairs (Department) and the Bureau of Electronic and Appliance Repair, Home Furnishings and Thermal Insulation (Bureau) collects the information requested on this form as authorized by Business and Professions Code, sections 325 and 326 and the Information Practices Act. The Department and Bureau uses this information to follow up on your complaint.

#### **Providing Personal Information Is Voluntary**

You do not have to provide the personal information requested. If you do not wish to provide personal information, such as your name, home address, or home telephone number, you may remain anonymous. In that case, however, we may not be able to contact you or help you resolve your complaint.

#### **Access to Your Information**

You may review the records maintained by the Bureau that contain your personal information, as permitted by the Information Practices Act. See below for contact information.

#### **Possible Disclosure of Personal Information**

We make every effort to protect the personal information you provide us. However, in order to follow up on your complaint, we may need to share the information you give us with the business you complained about or with other government agencies. This may include sharing any personal information you gave us.

The information you provide may also be disclosed in the following circumstances:

- In response to a Public Record Act request, as allowed by the Information Practices Act;
- To another government agency as required by state or federal law; or,
- In response to a court or administrative order, a subpoena, or a search warrant.

#### **Contact Information**

For questions about this notice or access to your records, you may contact the Bureau at 4244 South Market Court, Suite D, Sacramento, CA 95834, by phone at (916) 999-2041, or by email at [bear.enf@dca.ca.gov](mailto:bear.enf@dca.ca.gov) For questions about the Department's Privacy Policy, you may contact the Department of Consumer Affairs at 1625 North Market Boulevard, Sacramento, CA 95834, by phone at (800) 952-5210, or by email at [dca@dca.ca.gov](mailto:dca@dca.ca.gov).