



**Better Business Bureau[®]
of Central and Northern Alberta**

Telephone: (780) 488-6632 Toll Free 1-800-232-7298 Fax: (780) 482-1150
888 Capital Place, 9707 - 110 Street Edmonton, AB T5K 2L9
Website: www.edmontonbbb.org Email info@edmontonbbb.org

Media Release

November Top 10 Complaints & Inquiries

Edmonton, AB (December 11 , 2006) During the month of November 2006, the Better Business Bureau[®] of Central and Northern Alberta received the following complaints and inquiries about businesses in the following industries: (Ranked from highest to the lowest)

	Complaints		Inquiries
1	Furniture-Retail	1	Movers
2	Movers	2	Home Builders
3	Auto Dealers-New Cars	3	Auto Dealers-New Cars
4	Computers Software & Services	4	Multi-Level Selling Co.
5	Auto/Truck Service - Lube Centres	5	Home Improvements
6	Plumbing Contractors	6	Auto Repair & Service
7	Auto Parts & Supplies-New	7	Computers Software & Services
8	Home Builders	8	Auto Body Repair & Painting
9	Roofing Contractors	9	Plumbing Contractors
10	Telecommunications	10	Financial Services

Backgrounder

The following is a Consumer Tip from the Better Business Bureau of Central and Northern Alberta that provides background information about complaints and inquiries that we receive. For further tips, visit www.edmontonbbb.org/BBBtips.html

Used Car Buying

If you are considering purchasing a used vehicle, follow these steps:

Read and understand your contract before you sign. In Alberta a used car is purchased as is. This means there is no warranty on the vehicle to protect you against unknown problems.

Ask if the car was a lease, rental, taxi or police vehicle and if it has been rebuilt in any way. These facts should be noted on any purchase agreement.

Thoroughly inspect the vehicle's interior and exterior conditions.

If everything has checked out satisfactorily so far, have the car checked out by an independent, competent mechanic or a car diagnostic clinic.

Check the vehicle during the day and have the car road tested.

Drive it yourself and have a technician do so at varying speeds over different types of roads. A reputable dealer will allow this - you may not wish to do business with them if they refuse. Dealerships will often try to sell extended coverage.

Be cautious and read the warranty. Make sure you know what it covers and what it does not.

Check for liens on the car and satisfy yourself that the seller is the registered owner.

Finally, check out any company you are planning to purchase from with the [Better Business Bureau](#).

- 30 -

For media inquiries please contact:

Chris Lawrence, Chief Executive Officer

Better Business Bureau of Central and Northern Alberta

Phone: (780) 488-6632 Ext. 243 **Toll Free:** 1 (800) 232-7298 **Email:** chris@edmontonbbb.org