

<http://ripoffreport.com/reports/0/001/ripoff0001343.htm#210676>

We DO our homework

When the BBB tells a consumer there are 'no complaints' on a company, and then the consumer later finds out there WERE complaints, but that the BBB lied to them, that's not a case of consumers not doing their homework.

I have heard that a few BBB's actually do make complaints publicly available, but mostly I hear they DON'T.

In our complaint, our BBB definitely did not make existing complaints available, and still doesn't last I checked.

We complained about this to the CBBB and now have a letter stating the BBB doesn't make complaints available to the researching public. People should do their homework, including checking with the BBB just in case...but they should NEVER RELY on the BBB for anything.

The BBB simply is not a reliable way to check on a company. The BBB exists to collect dues from member-businesses, it is not an organization for consumer's benefit.