

March 25, 2020

Lorelei Salas  
Commissioner

42 Broadway  
New York, NY 10004

Dial 311  
(212-NEW-YORK)

[nyc.gov/dca](http://nyc.gov/dca)

Re: Case Number 8268-2020-CMPL

## **WE NEED MORE INFORMATION TO HELP YOU WITH YOUR COMPLAINT**

**Respond by April 08, 2020**

Thank you for contacting the NYC Department of Consumer Affairs. Please follow the steps below so that we may help you with your complaint:

1. **Send TWO copies of each document checked below. Keep the originals for your own files.**

- ☒ Receipts/Bill of Sale
- ☐ Contract (both sides)
- ☐ Warranty (both sides)
- ☒ Cancelled Checks (both sides) / Credit Card Receipt
- ☐ Judgment
- ☐ Letters to the Business (if any)
- ☐ Letter from Debt Collection Agency
- ☐ Diagnostic Report Showing Vehicle Defects
- ☐ Estimate for Repair
- ☒ Completed Complaint Form (enclosed)
- ☐ Other

If you don't have these documents, please explain why.

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2. **Mail or Fax the complaint and the documents we requested to:**
  - Mail: DCA Consumer Services, 42 Broadway, 9th Floor, New York, NY 10004
  - Fax: +1 212 487 4482/646-500-5914
  - Email to [consumers@dca.nyc.gov](mailto:consumers@dca.nyc.gov)
3. **Call us with any questions. We're available Monday–Friday, 9:00am – 5:00pm, at +1 212 487-4110.**



\*8268-2020-CMPL\*



**Consumer  
Affairs**

## FILE YOUR COMPLAINT

Thank you for contacting the New York City Department of Consumer Affairs (DCA). Please complete this form. Clearly print or type your answers to each question. If a question does not apply to you, please mark N/A or Not Applicable. You must provide information marked with a star (\*).

**Mail TWO copies of this completed form and related documents (e.g., store receipts, warranties, contracts, etc.) to DCA. Do not send originals.**

NYC Department of Consumer Affairs  
Consumer Services Division  
42 Broadway, 9th Floor  
New York, NY 10004

### Did You Contact the Business?

DCA advises you to contact the business directly in an initial attempt to resolve your complaint. When contacting the business, please keep a log of all telephone calls and copies of letters that you send. If your attempts to resolve the issue yourself are unsuccessful, then we advise you to file your complaint with DCA.

**Did you attempt to resolve your complaint with the business?**

☐ Yes ☐ No

If No, please explain why not.

### What Do You Want DCA to Do?

*Check ONE box only.*

☐ **I want help with my complaint. See back for requested action.**

If you request help, we will contact you. DCA receives a very high volume of complaints, so please be patient.

If you have not heard from us after 45 days, please call 311 and ask to be transferred to DCA to check the status of your complaint. Have your docket number handy. See the enclosed "What happens to your complaint?" sheet for more information.

☐ **I do *not* want help with my complaint. However, I want this business investigated for unfair business practices.**

If you do not request help, we will not contact you, but will use the information you provide to investigate the reported business' practices.

### Is Your Complaint against a Home Improvement Contractor?

If your complaint is against a home improvement contractor, please answer the questions below. To file a complaint with DCA, the home must be located in New York City. We cannot help with complaints about new home construction.

1. Was work done on a:

- ☐ Single or two-family house  
☐ Residential building owned by you as an individual having four units or less  
☐ Co-op or condo owned by you

2. Is the contractor presently working in your home?

☐ Yes ☐ No

3. Have you had to move out of your home due to the work done by the contractor?

☐ Yes ☐ No

4. Did the contractor offer you a loan or arrange a loan for you?

☐ Yes ☐ No

5. Does the contractor have a lien against your home?

☐ Yes ☐ No

6. Do you have a written contract?

☐ Yes ☐ No

7. Is the job location different than your home address?

☐ Yes ☐ No

8. Did the contractor provide a written warranty to you?

☐ Yes ☐ No



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## Tell Us about Your Complaint

Reason for your complaint Surcharge/Overcharge - S02

\*Product/Service involved \_\_\_\_\_ \*Date of transaction \_\_\_\_\_

Was this an Internet order or purchase? ☐ Yes ☐ No

\*Do you have a written contract? ☐ Yes ☐ No \*Cost of product/service \_\_\_\_\_ \*Amount paid to date \_\_\_\_\_

How did you pay? ☐ Cash ☐ Check ☐ Credit Card

If you paid by credit card, have you contacted your credit card company? ☐ Yes ☐ No

\*Is this matter pending in court? ☐ Yes ☐ No

What action are you seeking from DCA to resolve this complaint? **Check ONE box only.**

☐ Repair of product/service ☐ Exchange ☐ Completion of contract terms ☐ Refund ☐ Cancellation of contract

**Note:** If you checked one of the boxes above, you must check the box "I want help with my complaint" on front.

**Briefly describe your complaint. Use additional pages as needed.**

I purchased a pack of 18 zinc lozenges from Amazon for about \$33- prices have since decreased to 24.99 and I believe they're charging that much for cough drops due to the Coronavirus outbreak.

## Provide Your Information

\*Name  
(First and Last) \_\_\_\_\_

\*Home Address  
(Include Apartment #) \_\_\_\_\_

\*City, State, ZIP \_\_\_\_\_ \*Country US

\*Contact number \_\_\_\_\_

Are you currently serving on active duty in the U.S. Armed Forces? ☐ Yes ☐ No

Are you a veteran of the U.S. Armed Forces? ☐ Yes ☐ No

Would you like to receive electronic communications from DCA? ☐ Yes ☐ No

If Yes, provide E-mail \_\_\_\_\_

\*Print Name \_\_\_\_\_ \*Signature \_\_\_\_\_ \*Date \_\_\_\_\_

## Provide Information about the Business

\*Business Name Amazon.com

\*Address 450 WEST 33 STREET \*Daytime Phone \_\_\_\_\_

\*City, State, ZIP NEW YORK, NY 10001 \*BusinessFax \_\_\_\_\_

\*Type of Business Misc Non-Food Retail - 817 (For home improvement contractor complaints, answer the questions on front.)

\*E-mail \_\_\_\_\_ \*License # \_\_\_\_\_



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# What Happens to Your Complaint?

- 1. You file a complaint (online, in person, by mail) and want help from DCA.** You include all documents about your complaint (store receipts, bill of sale, warranties, contracts, cancelled checks, letters to the business, judgments, etc.). **DCA cannot process your complaint without these documents.**
- 2. DCA receives and reviews your complaint and supporting documents.** If DCA is not the correct agency to assist you, DCA returns your complaint materials and, in most cases, includes contact information for the agency that can help you.
- 3. If DCA is the correct agency to assist you, DCA docket your complaint and begins mediation.** DCA gives you the docket number which you should reference during any follow-up.  
  
During the mediation process, DCA sends a copy of your complaint to the business for written response. Then, mostly over the phone, a DCA mediator speaks with both you and the business to reach an agreement and settle the matter.  
  
If you have not heard from DCA after 45 days, please dial 311 to check the status of your complaint. Have your docket number handy.
- 4. Complaint closed.** In some cases, if the matter cannot be settled, an Office of Administrative Trials and Hearings (OATH) Hearing Officer will hear the complaint or DCA may inform you of the option to go to court.

**Note:** *DCA cannot serve as your attorney or give you legal advice. Please be aware that copies of all of your correspondence will be forwarded to the business that is the subject of your complaint, and may be provided to other governmental agencies. It is DCA's policy to remove your personal identifying information when releasing records pursuant to public records requests.*

**Please keep this information sheet for your records.**

## Industries Licensed by DCA

Amusement Arcade  
Amusement Device (Permanent/Portable/Temporary)  
Auctioneer  
Auction House (Premises)  
Bingo Game Operator  
Booting Company  
Car Wash  
Commercial Lessor (Bingo/Games of Chance)  
Dealer in Products for the Disabled  
Debt Collection Agency  
Electronic & Home Appliance Service Dealer  
Electronic Cigarette Retail Dealer  
Electronics Store  
Employment Agency  
Games of Chance  
Gaming Café  
Garage and Parking Lot  
General Vendor  
General Vendor Distributor  
Home Improvement Contractor  
Home Improvement Salesperson  
Horse Drawn Cab Owner & Horse Drawn Cab Driver  
Industrial Laundry  
Industrial Laundry Delivery  
Locksmith & Locksmith Apprentice  
Newsstand  
Pawnbroker  
Pedicab Business & Pedicab Driver  
Pool or Billiard Room  
Process Serving Agency & Process Server (Individual)  
Retail Laundry  
Scale Dealer/Repairer  
Scrap Metal Processor  
Secondhand Dealer Auto  
Secondhand Dealer General  
Sidewalk Café  
Sightseeing Bus & Sightseeing Guide  
Special Sale (Going Out of Business, Liquidation, etc.)  
Stoop Line Stand  
Storage Warehouse  
Temporary Street Fair Vendor  
Ticket Seller Business  
Ticket Seller Individual  
Tobacco Retail Dealer  
Tow Truck Driver & Tow Truck Company  
Tow Truck Exemption

