

# Do You Know Your Consumer Rights?

Did the vehicle that you recently purchased fail inspection? *If so, you may be eligible for a refund under the Lemon Aid Law.*

Has the vehicle you recently purchased been repaired three or more times for the same problem? *If so, you may be eligible for a refund under the Used Vehicle Warranty Law.*

Is a merchant refusing to offer you a “refund, replacement or repair” on a defective product? *You have the right to choose any of these options under the Implied Warranty of Merchantability Law.*

Has a home improvement contractor failed to complete work on your home, or has the contractor performed shoddy work? *If so, you may qualify for arbitration under the Home Improvement Arbitration Program.*

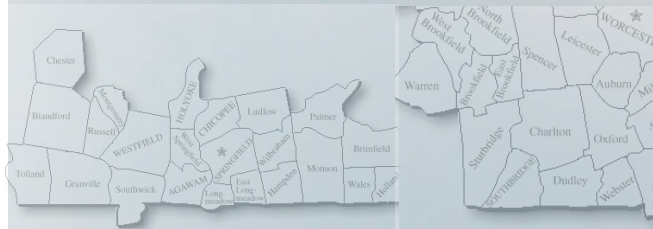
Is a debt collector threatening or harassing you? *Did you know that the Fair Debt Collection Practices Act prohibits those methods of debt collection?*

## MOCI's Accomplishments

Since 2000 the Mayor's Office of Consumer Information has:

- Effectively worked in Cooperation with the Massachusetts Attorney General's Office
- Handled over **14,000 formal complaints**
- Recovered nearly **\$13 million dollars** for consumers in the form of a refund or credit
- Launched its own Public-Access Television Program, **“The Con\$umer Toolbox”**
- Held hundreds of educational workshops/informational outreach events for consumers

*Proudly serving Hampden County and parts of Worcester County.*



## MAYOR'S OFFICE OF CONSUMER INFORMATION

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@SpringfieldLCP

Under the auspice of  
Springfield Mayor Domenic J. Sarno

*Funded by and Working in Cooperation with the  
Massachusetts Attorney General's Office*



**A Local Consumer Program**

## About Us

The Mayor's Office of Consumer Information ("MOCI") serves residents of Hampden and parts of Worcester County. It also serves all customers of businesses throughout both Hampden and Worcester County, regardless of where the customer resides. It is one of 19 Local Consumer Program offices throughout the Commonwealth funded by the Massachusetts Attorney General's Office.

The MOCI staff is trained in a wide area of consumer-related issues and provides information on rights and remedies with a "self-help" focus. It also offer assistance services to consumers who have an unresolved dispute with a business.

Consumers are encouraged to contact the MOCI when they experience an improper business practice, need to learn about their consumer rights, or would like to request mediation.

The MOCI services are at no cost to city residents and to residents in its surrounding communities. Each year the MOCI's efforts return hundreds of thousands of dollars to consumers who might otherwise have to seek legal recourse at an additional expense to them.

## Additional Services

In addition to education and consumer assistance services, the MOCI staff is available for workshops and lecture series to local agencies and groups, and for informational tables/booths.



For more information about scheduling a speaking engagement, contact our office directly at 787-6437, or visit our website. We are now offering virtual (Zoom) presentations.

Tip: You can now listen to its podcast, The Consumer Toolbox on multiple platforms from iTunes, Spotify, Google, and more.



## Consumer Related Issues

Listed below are just a few of the many types of issues that the MOCI may be able to help you resolve:

- *Auto Sales (New and Used)*
- *Home Improvement*
- *Credit Disputes/Debt Collection*
- *Identity Theft*
- *Shopping Rights*
- *Landlord/Tenant Rights*



Consumers may request free brochures from the MOCI on issues ranging from lemon laws and landlord/tenant disputes. The pamphlets may be helpful in assisting consumers resolve their own disputes.

Its official website has helpful tips on fraud, scams, identity theft, etc. It is the one-stop site to help any consumer become more confident and informed with their purchasing decisions.

For more information visit us at [www.springfieldcityhall.com](http://www.springfieldcityhall.com)

Our motto is "*Education is the Best Prevention,*" and therefore we provide you with the knowledge you need to become a savvy consumer