

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?*

What We Have Accomplished

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

- Worked in Cooperation with the Massachusetts Attorney General’s Office
- Handled over 10,000 complaints
- Recovered over \$11 million dollars for consumers in the form of a refund or credit
- Launched its own public-access television program named, “The Consumer Toolbox”
- Held hundreds of educational workshops/informational outreach events for consumers

Proudly serving the following cities and towns:
Agawam, Blandford, Brimfield, Brookfield, Charlton, Chester, Chicopee, Dudley, East Brookfield, East Longmeadow, Feeding Hills, Granville, Hampden, Holden, Holland, Holyoke, Indian Orchard, Longmeadow, Ludlow, Monson, Montgomery, North Brookfield, Palmer, Paxton, Russell, Southbridge, Southwick, Spencer, Springfield, Sturbridge, Thorndike, Three Rivers, Tolland, Wales, Warren, West Brookfield, West Springfield, Westfield, Wilbraham, Worcester, and Wyben.

A Local Consumer Program



MAYOR’S OFFICE OF CONSUMER INFORMATION

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Under the auspice of
Springfield Mayor Domenic J. Sarno

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

About Us

The Mayor's Office of Consumer Information ("MOCI") serves residents of Hampden and parts of Worcester County. We also serve all customers of businesses throughout both Hampden and Worcester County, regardless of where the customer resides. We are one of 18 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. We also offer mediation to consumers who have an unresolved dispute with a business.

Consumers are encouraged to contact the MOCI when they experience an improper business practice, wish 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 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 additional expense to them.

Additional Services

In addition to education and mediation, the MOCI staff is available for workshops and lecture series to local agencies and groups, and for informational tables/booths. Outreach work may consist of:

- ✓ *Educational Forums and Workshops*
- ✓ *Classroom Presentations at Area High Schools and Colleges*
- ✓ *Informational Booths for special events including the annual National Consumer Protection Week*

For more information about scheduling a speaking engagement, contact our office directly at 787-6437, or visit our website.

Suggested Topics:

- Identity Theft
- Credit
- Being Car Smart: Consumer's Guide to Buying/Leasing a Car
- Home Improvement

Tip: You can now watch all episodes of "The Con\$umer Toolbox on our YouTube channel

Consumer Related Issues

Listed below are just a few of the many types of issues that our office might be able to help you resolve:

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

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

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

Our 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*