

During the summer season, you may notice a large number of people in your communities selling alarm systems.

Consumers are asked to exercise caution when engaging in new alarm services. The following tips are helpful guidelines you can use when contacted by alarm system sales people:

Ask to see their local door-to-door sales permit. Most communities require that companies selling door-to-door register with the local municipality and obtain a permit. If the sales person cannot produce the permit, or if the permit is no longer valid, please notify your local police department.

Ask for identification and clarify the name and location of the company he or she is representing. These companies are selling life safety and should have proper identification with a photo. If he or she does not have the proper identification, please notify your local police department.

Do not let the sales person into your home. If you decide you want to discuss the offer, schedule an appointment for a later date and get the offer in writing including price, warranty and all conditions. Scheduling another appointment will give you plenty of time to research your questions and concerns. Don't allow yourself to be hurried, intimidated or coerced. After all, the salesperson is at your door uninvited and remains there only through your courtesy.

Be aware that the sales person may use **high pressure tactics** to induce you to sign a contract immediately by offering a larger discount, free equipment, or other incentives.

Listen for misrepresentation. Specifically, the sales person may claim that your existing alarm company is out of business, the business has been sold, or your current company will no longer service your alarm system. He or she may claim that they work for your current alarm company or **insist that** you make a change so that your system works properly.

Know that the Federal Trade Commission has a "**cooling off rule**" that gives you the right to cancel any contract within three business days. You're entitled to a refund of any money you paid on the contract, and the seller must take back any goods already sold. The seller is also required to let you know of your right to cancel the contract, and the three-day time period doesn't start until the seller gives you that notice.

The National Burglar & Fire Alarm Association (NBFAA) is here to help you with any issues you have concerning your security system. Please call us with any questions you may have at 1-888-447-1689.