

Better Business Bureaus (BBBs) are nonprofit organizations that encourage honest advertising and selling practices and are supported primarily by local businesses. BBBs offer a variety of consumer services, including: consumer education materials; business reports, particularly unanswered or unsettled complaints or other problems; mediation and arbitration services; and information about charities and other organizations that are seeking public donations.

Complaints should be submitted in writing so that an accurate record exists of the dispute. The BBB will then present the complaint to the company involved. If the complaint is not resolved, the BBB may offer an alternative dispute settlement process. BBBs do not judge or rate individual products or brands, handle employer/employee wage disputes or give legal advice.

If you need help with a consumer question or complaint, call your local BBB or visit their website.

**BBBOnLine** ([www.bbbonline.org](http://www.bbbonline.org)) provides Internet users an easy way to verify the legitimacy of online businesses. Companies carrying the **BBBOnLine** seal have been checked out by the BBB, and agree to resolve customer concerns.

**BBB MILITARY LINE** ([www.military.bbb.org](http://www.military.bbb.org)) offers consumer education and advocacy to service members and their families (p. 58).

The Council of Better Business Bureaus, the umbrella organization for the BBBs, can assist with complaints about the truthfulness and accuracy of national advertising claims, including children's advertising; provide reports on national soliciting charities; and help to settle disputes with automobile manufacturers through the **BBB AUTO LINE** program (p. 64).

**Council of Better Business Bureaus, Inc.**

4200 Wilson Blvd., 8th Floor  
Arlington, VA 22203-1838  
703-276-0100  
Fax: 703-525-8277  
E-mail: [info@bbb.org](mailto:info@bbb.org)  
[www.bbb.org](http://www.bbb.org)

**Alaska**

**Anchorage, AK**  
907-562-0704  
[www.thebbb.org](http://www.thebbb.org)

**Alabama**

**Birmingham, AL**  
205-558-2222  
Toll free: 1-800-824-5274  
[www.birmingham-al.bbb.org](http://www.birmingham-al.bbb.org)

**Boaz, AL**  
256-840-3888  
Toll free: 1-800-239-1642 (North AL)  
[www.northalabama.bbb.org](http://www.northalabama.bbb.org)

**Decatur, AL**  
256-355-2226  
Toll free: 1-800-239-1642 (North AL)  
[www.northalabama.bbb.org](http://www.northalabama.bbb.org)

**Dothan, AL**  
334-794-0492  
[www.birmingham-al.bbb.org](http://www.birmingham-al.bbb.org)

**Cullman, AL**  
256-775-2917  
Toll free: 1-800-239-1642 (North AL)  
[www.northalabama.bbb.org](http://www.northalabama.bbb.org)

**Florence, AL**  
256-740-8224  
[www.northalabama.bbb.org](http://www.northalabama.bbb.org)

**Huntsville, AL**  
256-533-1640  
Toll free: 1-800-239-1642 (North AL)  
[www.northalabama.bbb.org](http://www.northalabama.bbb.org)

**Mobile, AL**  
251-433-5494  
[www.bbbsouthal.org](http://www.bbbsouthal.org)

**Montgomery, AL**  
334-273-5530  
[www.birmingham-al.bbb.org](http://www.birmingham-al.bbb.org)

**Arkansas**

**Little Rock, AR**  
501-664-7274  
Toll free: 1-800-482-8448  
[www.arkansas.bbb.org](http://www.arkansas.bbb.org)

**Arizona**

**Phoenix, AZ**  
602-264-1721  
Toll free: 1-877-291-6222  
[www.phoenix.bbb.org](http://www.phoenix.bbb.org)

**Prescott, AZ**  
928-772-3410  
[www.arizonabbb.org](http://www.arizonabbb.org)

**Tucson, AZ**  
520-888-5353  
Toll free: 1-800-696-2827 (South AZ)  
[www.tucson.bbb.org](http://www.tucson.bbb.org)

**California**

**Bakersfield, CA**  
661-322-2074  
[www.cencal.bbb.org](http://www.cencal.bbb.org)

**Colton, CA**  
909-835-6064  
[www.labbb.org](http://www.labbb.org)

**Culver City, CA**  
310-945-3166  
[www.labbb.org](http://www.labbb.org)

**Fresno, CA**  
559-222-8111  
[www.cencal.bbb.org](http://www.cencal.bbb.org)

**Long Beach, CA**

562-216-9240  
www.labbb.org

**Oakland, CA**

866-411-2221  
www.goldengatebbb.org

**Placentia, CA**

714-985-8922  
www.labbb.org

**Reseda, CA**

818-386-5510  
www.labbb.org

**Sacramento, CA**

916-443-6843  
www.necal.bbb.org

**San Diego, CA**

858-496-2131  
www.sandiego.bbb.org

**San Jose, CA**

408-278-7400  
www.bbbsilicon.org

**Santa Barbara, CA**

805-963-8657  
www.santabarbara.bbb.org

**Stockton, CA**

209-948-4880  
www.midcalbbb.org

**Colorado****Colorado Springs, CO**

719-636-1155  
Toll free: 1-866-206-1800  
www.bbbsc.org

**Denver, CO**

303-758-2100  
www.denver.bbb.org

**Fort Collins, CO**

970-484-1348  
www.mountainstates.bbb.org

**Connecticut****Wallingford, CT**

203-269-2700  
www.connecticut.bbb.org

**District of Columbia****Washington, DC**

202-393-8000  
www.mybbb.org

**Delaware****Wilmington, DE**

302-230-0108  
www.wilmington.bbb.org

**Florida****Altamonte Springs, FL**

407-621-3300  
www.orlando.bbb.org

**Clearwater, FL**

727-535-5522  
www.bbwestflorida.org

**Jacksonville, FL**

904-721-2288  
www.bbbsnefla.org

**Pembroke Pines, FL**

561-842-1918  
www.bbbsoutheastflorida.org

**Pensacola, FL**

850-429-0002  
www.nwfl.bbb.org

**Port St. Lucie, FL**

772-335-2017  
www.bbbsoutheastflorida.org

**West Palm Beach, FL**

561-842-1918  
www.bbbsoutheastflorida.org

**Georgia****Albany, GA**

229-883-0744  
www.columbus-ga.bbb.org

**Athens, GA**

706-549-9955  
Toll free: 1-866-225-1090 (GA)  
www.athensnegabbb.org

**College Park, GA**

404-766-0875  
www.atlanta.bbb.org

**Columbus, GA**

706-324-0712  
www.columbus-ga.bbb.org

**Macon, GA**

478-742-7999  
www.centralgeorgia.bbb.org

**Savannah, GA**

912-354-7521  
www.bbbsoutheastatlantic.org

**Hawaii****Honolulu, HI**

808-536-6956  
www.hawaii.bbb.org

**Iowa****Bettendorf, IA**

563-355-6344  
www.desmoines.bbb.org

**Des Moines, IA**

515-243-8137  
Toll free: 1-800-222-1600  
www.desmoines.bbb.org

**Idaho****Boise, ID**

208-342-4649  
www.boise.bbb.org

**Idaho Falls, ID**

208-523-9754  
www.idahofalls.bbb.org

**Spokane, WA**

509-455-4200  
Toll free: 1-800-356-1007  
www.thelocalbbb.com

**Illinois****Chicago, IL**

312-832-0500  
www.chicago.bbb.org

**Peoria, IL**

309-688-3741  
www.peoria.bbb.org

**Rockford, IL**

815-963-2222  
www.rockford.bbb.org

**Indiana****Elkhart, IN**

260-423-4433  
Toll free: 1-800-552-4631  
www.fortwayne.bbb.org

**Evansville, IN**  
812-473-0202  
Toll free: 1-800-359-0979  
www.evansville.bbb.org

**Fort Wayne, IN**  
260-423-4433  
Toll free: 1-800-552-4631  
(Northeast IN)  
www.fortwayne.bbb.org

**Indianapolis, IN**  
317-488-2222  
Toll free: 1-866-463-9222  
www.indybbb.org

**South Bend, IN**  
574-277-9121  
Toll free: 1-800-439-5313  
www.michiana.bbb.org

**Kansas**

**Topeka, KS**  
785-232-0454  
www.topeka.bbb.org

**Wichita, KS**  
316-263-3146  
Toll free: 1-800-856-2417 (KS)  
www.wichita.bbb.org

**Kentucky**

**Lexington, KY**  
859-259-1008  
Toll free: 1-800-866-6668 (National)  
www.ky.bbb.org

**Louisville, KY**  
502-583-6546  
Toll free: 1-800-388-2222 (KY)  
www.ky-in.bbb.org

**Louisiana**

**Alexandria, LA**  
318-473-4494  
www.alexandria-la.bbb.org

**Baton Rouge, LA**  
225-346-5222  
www.batonrouge.bbb.org

**Houma, LA**  
985-868-3456  
Toll free: 1-866-695-4222 (LA)  
www.houma.bbb.org

**Lafayette, LA**  
337-981-3497  
lafayette.bbb.org

**Lake Charles, LA**  
337-478-6253  
Toll free: 1-800-542-7085  
www.lakecharles.bbb.org

**Monroe, LA**  
318-387-4600  
Toll free: 1-800-960-7756  
www.monroe.bbb.org

**New Orleans, LA**  
504-581-6222  
www.neworleans.bbb.org

**Shreveport, LA**  
318-222-7575  
www.shreveport.bbb.org

**Massachusetts**

**Natick, MA**  
508-652-4800  
www.bosbbb.org

**West Springfield, MA**  
413-734-3114  
Toll free: 1-866-566-9222  
www.cne.bbb.org

**Worcester, MA**  
508-755-2548  
Toll free: 1-866-566-9222  
www.cne.bbb.org

**Maryland**

**Baltimore, MD**  
410-347-3990  
www.baltimore.bbb.org

**Maine**

**Portland, ME**  
207-878-2715  
www.bosbbb.org

**Michigan**

**Grand Rapids, MI**  
616-774-8236  
www.grandrapids.bbb.org

**Southfield, MI**  
248-644-9100  
www.easternmichiganbbb.org

**Minnesota**

**St. Paul, MN**  
651-699-1111  
Toll free: 1-800-646-6222  
www.mnd.bbb.org

**Missouri**

**Kansas City, MO**  
816-421-7800  
www.kansascity.bbb.org

**Springfield, MO**  
417-862-4222  
www.springfield-mo.bbb.org

**St. Louis, MO**  
314-645-3300  
www.stlouis.bbb.org

**Mississippi**

**Ridgeland, MS**  
601-977-1020  
Toll free: 1-800-987-8280  
www.bbbmississippi.org

**Montana**

**Spokane, WA**  
509-455-4200  
Toll free: 1-800-356-1007  
www.thelocalbbb.com

**North Carolina**

**Asheville, NC**  
828-253-2392  
www.asheville.bbb.org

**Charlotte, NC**  
704-927-8611  
Toll free: 1-877-317-7236  
www.charlotte.bbb.org

**Greensboro, NC**  
336-852-4240  
www.greensboro.bbb.org

**Raleigh, NC**  
919-277-4222  
Toll free: 1-800-222-0950 (East NC)  
www.bbbenc.org

**Winston-Salem, NC**  
336-725-8348  
Toll free: 1-800-777-8348  
(Northwest NC)  
www.nwnc.bbb.org

**Nebraska**

**Lincoln, NE**  
402-436-2345  
Toll free: 1-800-649-6814 (Outside  
Lincoln)  
[www.bbbnebraska.org](http://www.bbbnebraska.org)

**Omaha, NE**  
402-391-7612  
Toll free: 1-800-649-6814 (Outside  
Omaha)  
[www.bbbnebraska.org](http://www.bbbnebraska.org)

**New Hampshire**

**Concord, NH**  
603-224-1991  
[www.bbbnh.org](http://www.bbbnh.org)

**New Jersey**

**Trenton, NJ**  
609-588-0808  
[www.trenton.bbb.org](http://www.trenton.bbb.org)

**New Mexico**

**Albuquerque, NM**  
505-346-0110  
Toll free: 1-800-873-2224 (NM)  
[www.bbbsw.org](http://www.bbbsw.org)

**Farmington, NM**  
505-326-6501  
[www.bbbsw.org](http://www.bbbsw.org)

**Nevada**

**Las Vegas, NV**  
702-320-4500  
[www.vegasbbb.org](http://www.vegasbbb.org)

**Reno, NV**  
775-322-0657  
[www.renobbb.org](http://www.renobbb.org)

**New York**

**Buffalo, NY**  
716-881-5222  
Toll free: 1-800-828-5000  
[www.upstateny.bbb.org](http://www.upstateny.bbb.org)

**Farmingdale, NY**  
212-533-6200  
[www.newyork.bbb.org](http://www.newyork.bbb.org)

**New York, NY**  
212-533-6200  
[www.newyork.bbb.org](http://www.newyork.bbb.org)

**Rochester, NY**  
716-881-5222  
Toll free: 1-800-828-5000  
[www.rochester.bbb.org](http://www.rochester.bbb.org)

**Syracuse, NY**  
716-881-5222  
Toll free: 1-800-828-5000  
[www.syracuse.bbb.org](http://www.syracuse.bbb.org)

**Tarrytown, NY**  
212-533-6200  
[www.newyork.bbb.org](http://www.newyork.bbb.org)

**Ohio**

**Akron, OH**  
330-253-4590  
[www.akronbbb.org](http://www.akronbbb.org)

**Canton, OH**  
330-454-9401  
Toll free: 1-800-362-0494 (OH)  
[www.cantonbbb.org](http://www.cantonbbb.org)  
[www.greaterwestvirginiabbb.org](http://www.greaterwestvirginiabbb.org)

**Cincinnati, OH**  
513-421-3015  
[www.cinbbb.org](http://www.cinbbb.org)

**Cleveland, OH**  
216-241-7678  
[www.cleveland.bbb.org](http://www.cleveland.bbb.org)

**Columbus, OH**  
614-486-6336  
Toll free: 1-800-759-2400  
[www.columbus-ohbbb.org](http://www.columbus-ohbbb.org)

**Dayton, OH**  
937-222-5825  
Toll free: 1-800-776-5301  
[www.dayton.bbb.org](http://www.dayton.bbb.org)

**Lima, OH**  
419-223-7010  
[www.limabbb.org](http://www.limabbb.org)

**Toledo, OH**  
419-531-3116  
[www.toledobbb.org](http://www.toledobbb.org)

**Youngstown, OH**  
330-744-3111  
[www.youngstownbbb.org](http://www.youngstownbbb.org)

**Oklahoma**

**Oklahoma City, OK**  
405-239-6081  
[www.oklahomacity.bbb.org](http://www.oklahomacity.bbb.org)

**Tulsa, OK**  
918-492-1266  
[www.tulsa.bbb.org](http://www.tulsa.bbb.org)

**Oregon**

**Lake Oswego, OR**  
503-212-3022  
[www.thebbb.org](http://www.thebbb.org)

**Pennsylvania**

**Bethlehem, PA**  
610-866-8780  
[www.easternpa.bbb.org](http://www.easternpa.bbb.org)

**Harrisburg, PA**  
717-364-3250  
[www.mybbb.org](http://www.mybbb.org)

**Moosic, PA**  
570-614-4222  
[www.nepa.bbb.org](http://www.nepa.bbb.org)

**Philadelphia, PA**  
215-985-9313  
[www.mybbb.org](http://www.mybbb.org)

**Pittsburgh, PA**  
412-456-2700  
[www.pittsburgh.bbb.org](http://www.pittsburgh.bbb.org)

**Rhode Island**

**Warwick, RI**  
401-785-1212  
[www.rhodeisland.bbb.org](http://www.rhodeisland.bbb.org)

**South Carolina**

**Columbia, SC**  
803-254-2525  
[www.columbia.bbb.org](http://www.columbia.bbb.org)

**Conway, SC**  
843-488-2227  
[www.carolina.bbb.org](http://www.carolina.bbb.org)

**Greenville, SC**  
864-242-5052  
Toll free: 1-800-948-5791  
[www.greenville.bbb.org](http://www.greenville.bbb.org)

**South Dakota**

**Sioux Falls, SD**  
605-271-2066  
Toll free: 1-800-649-6814 (NE, SD,  
Southwest IA)  
www.bbbsouthdakota.org

**Tennessee**

**Chattanooga, TN**  
423-266-6144  
Toll free: 1-800-548-4456 (423 & 706  
Area Codes)  
www.chattanooga.bbb.org

**Clarksville, TN**  
931-503-2222  
www.gobbbb.org

**Fayetteville, TN**  
931-433-9501  
www.gobbbb.org

**Franklin, TN**  
615-250-7431  
www.gobbbb.org

**Knoxville, TN**  
865-692-1600  
www.knoxville.bbb.org

**Memphis, TN**  
901-759-1300  
Toll free: 1-800-222-8754 (Service  
Area Only)  
www.midsouth.bbb.org

**Murfreesboro, TN**  
615-867-0032  
www.middletennessee.bbb.org

**Nashville, TN**  
615-242-4222  
Toll free: 1-800-989-4222 (Mid TN)  
www.gobbbb.org

**Texas**

**Abilene, TX**  
325-691-1533  
www.abilene.bbb.org

**Amarillo, TX**  
806-379-6222  
www.amarillo.bbb.org

**Austin, TX**  
512-445-2911  
www.centraltx.bbb.org

**Beaumont, TX**  
409-835-5348  
www.bbbssetexas.org

**College Station, TX**  
979-260-2222  
www.bbhbryan.org

**Corpus Christi, TX**  
361-852-4949  
Toll free: 1-800-379-4222  
www.caller.com/bbb

**Dallas, TX**  
214-220-2000  
www.dallas.bbb.org

**El Paso, TX**  
915-577-0191  
www.bbbspaso.com

**Fort Worth, TX**  
817-332-7585  
www.fortworth.bbb.org

**Houston, TX**  
713-868-9500  
www.bbhhou.org

**Longview, TX**  
903-758-3222  
www.longview.bbb.org

**Lubbock, TX**  
806-763-0459  
Toll free: 1-800-687-7890 (South  
Plains)  
www.southplains.bbb.org

**Midland, TX**  
432-563-1880  
Toll free: 1-800-582-4433 (TX)  
www.permianbasinbbb.org

**San Angelo, TX**  
325-949-2989  
www.sanangelo.bbb.org

**San Antonio, TX**  
210-828-9441  
www.sanantonio.bbb.org

**Texarkana, TX**  
903-793-4565  
Toll free: 1-800-372-4222  
www.texarkana.bbb.org

**Tyler, TX**  
903-581-5704  
Toll free: 1-800-443-0131 (903 & 430  
Area Codes)  
www.tyler.bbb.org

**Waco, TX**  
254-755-7772  
www.waco.bbb.org

**Weslaco, TX**  
956-968-3678  
www.weslaco.bbb.org

**Wichita Falls, TX**  
940-691-1172  
Toll free: 1-800-388-1778  
www.bbbnorcentx.org

**Utah**

**Salt Lake City, UT**  
801-892-6009  
Toll free: 1-800-456-3907  
www.utah.bbb.org

**Virginia**

**Norfolk, VA**  
757-531-1300  
www.hamptonroadsbbb.org

**Richmond, VA**  
804-648-0016  
www.richmond.bbb.org

**Roanoke, VA**  
540-342-3455  
www.vabbb.org

**Washington**  
**DuPont, WA**  
206-431-2222  
www.thebbb.org

**Spokane, WA**  
509-455-4200  
www.thelocalbbb.org

**Wisconsin**

**West Allis, WI**  
414-847-6000  
www.wisconsin.bbb.org

**West Virginia**

**Charleston, WV**  
304-345-7502  
Toll free: 1-800-362-0494 (Service  
Area Only)  
www.greaterwestvirginiabbb.org