

TAKE! CHARGE!

CALIFORNIA

BE SMART. BE SAFE. BE HEARD.

It's time to Take Charge California!

Learn your consumer rights and responsibilities.

- Take advantage of free resources that can help you make informed and appropriate choices.
- Learn about the importance of protecting yourself and your family in the marketplace.
- Be informed about product scams and how to identify unlicensed businesses and individuals.
- Receive information and brochures about the many services we offer. Brochures are available in various languages.
- Find outreach events in your community and learn how you can take charge.
- Receive assistance in the language you are most comfortable with. We offer more than 175 choices.

To learn more, call

800-952-5210

Or visit us online at

WWW.TAKECHARGECA.CA.GOV



California Department of Consumer Affairs
1625 N. Market Boulevard, Suite N-112
Sacramento, CA 95834

We are all consumers.

We buy goods, hire people to work on our homes, and pay for services at hair salons, medical offices, and repair shops.

How can you be sure that you're making good choices?

Every now and then things don't turn out so well. **What steps should you take** when you are unsatisfied with a product or service?



TAKE CHARGE! CALIFORNIA!

Knowing your consumer rights gives you more power in the marketplace! It also allows you to:

- Protect yourself and your family.
- Get the most for your money.
- Help your community by sharing your knowledge.
- Protect the environment.

It's easy to take charge—we can show you how! Call

800-952-5210

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BE SMART.

Know your consumer rights. Ask questions before you buy. Insist on a written estimate. Read the contract; don't just sign it. Do your research. Ask to see a professional's license before you hire him or her.

BE SAFE.

Protect your money; invest wisely. Compare prices, learn return policies, and check out product warranties. Verify the license before you hire someone. Know how to avoid fraud. Protect your identity from scam artists. Check out a charity before you donate.

BE HEARD.

Your voice is powerful! Asking questions before you buy lets merchants and professionals know that you are informed and confident. Communicating your expectations up front can avoid a dispute later. Knowing how to complain can help you resolve your dispute when things don't turn out the way they should have.

