



P.O. Box 2310
San Marcos, TX 78667-2310

For internal use only
Assigned to _____
Action required _____

Date closed _____

Fair Business Practice – Consumer Complaint Form

Consumer's name _____
Address _____
City, State, Zip _____
Phone _____

Company _____

Address _____

City, State, Zip _____

Date of transaction _____

Salesperson _____

Identify Products or Service _____

Was the complaint discussed with Owner or General Manager? Yes No

Name of the Owner or General Manager _____

Check causes(s) of complaint and give a brief explanation:

- | | |
|--|--|
| <input type="checkbox"/> Advertised item not available | <input type="checkbox"/> Guarantee of contract not fulfilled |
| <input type="checkbox"/> Promised adjustment not fulfilled | <input type="checkbox"/> Defective merchandise |
| <input type="checkbox"/> Misrepresentation -- advertised | <input type="checkbox"/> Unsatisfactory installation or service |
| <input type="checkbox"/> Misrepresentation – oral | <input type="checkbox"/> Other (indicate below, use additional paper if necessary) |
| <input type="checkbox"/> Non-delivery of merchandise | |

What adjustment do you consider mutually fair?

Date _____

Signature _____

Fair Business Practices

Enclosed is the Fair Business Practice complaint form you requested. Please complete, sign and return it to the San Marcos Area Chamber of Commerce, along with copies of receipts, warranties, written agreements, or notes signed by you or the company.

The San Marcos Area Chamber of Commerce serves as a referral point for its business members and consumers who have disagreements. When the Chamber receives your signed complaint form, we will contact the company. A copy of their response will be sent to you as soon as we receive it.

Please return the completed complaint form by mail or drop it off at the Chamber office, 202 N. CM Allen Parkway. If you have any questions, please call 512/393-5900.

Below are several other options you have to resolve complaints.

- ♦ Consult Texas Attorney General's Office
Consumer Protection Division
P.O Box 12548
300 W. 15th Street
Austin, TX 78701
(800)621-0508
- ♦ Consult the Hays County Justice Center
Small Claims Court
110 E. MLK
San Marcos, TX 78666
(512)393-7636
- ♦ Consult the attorney of your choice.
Once you have consulted an attorney, the Chamber will close its file.

Fair Business Practices

Agreement

In return for services rendered me by the membership Organization(s) and in return for the privilege of displaying the Member in Good Standing plaque:

1. I will treat all customers with courtesy and fairness to the best of my ability;
2. I agree to respond to all communications of the membership organization(s) regarding complaints filed against my company or organization;
3. I will not use any false or misleading statements in my advertising;
4. I will conduct my business in an ethical manner, engaging only in those practices, which are considered fair, and in the best interest of wholesome competition.

I hereby acknowledge that the membership plaque issued by the San Marcos Area Chamber of Commerce shall remain the property of said organization. I also agree to permit the removal of same from the premises of my establishment in the event of any violation of this pledge or in the event of my failure to maintain my membership in good standing in the San Marcos Area Chamber of Commerce.

Member's signature

Date