



Initial Complaint  
04/06/2020

**Complaint Type:** Problems with Product/Service  
**Status:** Unresolved

This company somehow obtained my info & sent me false paperwork claiming I need to buy 1 of their posters for \$94 and hang it up in the workplace. I have no employees & my business is solely internet-based. They are running a scam & tricking new business owners into buying their product by claiming it is "required by Federal Law" Please open an inquiry into this company & their underhanded business tactics. Product\_Or\_Service: Poster



Business response  
04/06/2020

**Business Response** /\* (1000, 2, 2020/04/06) \*/ Hello, My name is Cesar and I received a complaint from your office and I would be more than glad to respond to this complaint. It is unfortunate that the person who received our document feels that way about our service. Our intentions are in no way or form to be deceptive with our mailings for this reason we make sure to advise those receiving the mailing that we are not affiliated with a government agency. When the mailing arrives the person may see on the envelope in bold all cap letters NON-GOVERNMENT AGENCY, on the document itself you will find two disclaimers, one on the lower portion of the document and one on the reverse side. These disclaimers explain that we are not affiliated with any government agency and the reverse disclaimer also explains that the panels may be obtained free of charge directly from the state website. I would like to apologize for any inconvenience we may have caused and we are open for any constructive criticism that anyone at the BBB or the customer may have to make our document better. I do not see on the document received that an order was placed for this customer if not we would have been more than glad to issue a full refund, any customer that is not satisfied or is no longer wanting our service gets a full refund no question asked. I hope the customer accepts our sincere apologize and I do thank you for contacting us with this matter. Please feel free to contact me at anytime if you need any more information or actions from my end. Regards, Cesar E\*\*\*\*\* Â Cesar E **Consumer Response** /\* (3000, 3, 2020/04/09) \*/ 4/9/2020 Complaint: \*\*\*\*\* I am rejecting this response because: Your business practices are deceptive and underhanded and designed to trick people into purchasing your product.Â You're running a scam, that's the bottom line. I will fight till you are shut down. Regards, \*\*\*\*\*



We have never had anyone by Cesar that has worked for our Also, we have never had any p have cost \$94. This is another complaint. Please remove it fro