



## Better Business Bureau® at Fort Worth

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### BBB Hot Topics for Spring 2008

This list is current as of April 14, 2008. Readers should take into consideration the importance of the practice in question and the total performance of the company. For complete information, please visit [www.fwbbb.org](http://www.fwbbb.org).

- **Tree and Fence Service Leaves Half the Work Undone**

Avila Home Services, Fort Worth, has left homeowners seeking a second company to clean-up when they failed to fulfill their contract. They have put in fence posts without adding the fencing. They have left an 82-year-old woman with trimmed trees, but also the debris despite a written agreement to haul it away. The pivot point in each case came when payment, even in down payment form, was made. Within minutes, the checks were cashed and no further work was completed. Repeated attempts to contact the company for resolution have proved fruitless. Avila operates as A1 Fences, Martin Fence and Tree Service, and Moses Fences. The Better Business Bureau® at Fort Worth recommends when purchasing services from a company which you do not have a trust history, it is always a good idea to check out the business in advance. The BBB provides a free service to bridge the trust gap via their reliability reports for over 30,000 businesses and charities. They can be accessed 24/7 online at [www.fwbbb.org](http://www.fwbbb.org) or by calling (817) 332-7585.

- **Pay now, play later -- Maybe**

ATV Discounter, Fort Worth and Carrollton, has taken the fun out of ATV adventures for some DFW residents. Purchasing the product is easy. That added sense of confidence with the 30-day written warranty compels you to jump in. However, when your ATV spends 80 percent of its time in the shop for repairs and is returned with a bill for storage and repairs because the 30 days has expired, one's enthusiasm to spend time trail riding can wane quickly. Even tougher is not having the gift for your son on his big day due to the product not being delivered and the unavailability of a refund to go get a different gift. Better Business Bureau® at Fort Worth recommends when making purchases from a company which you do not have a trust history, it is always a good idea to check out the business in advance. The BBB provides a free service to bridge the trust gap via their reliability reports for over 30,000 businesses and charities. They can be accessed 24/7 online at [www.fwbbb.org](http://www.fwbbb.org) or by calling (817) 332-7585.

### • **Wedding Photographer Does Not Deliver**

When the wedding is over, your biggest remembrance is the wedding album, unless it is not delivered until after your first or second anniversary. That is what some area brides are facing after hiring Eddy Guevara Photography in Fort Worth. Numerous complaints have been lodged with the Better Business Bureau® at Fort Worth related to non-delivery of pre-paid photography services. Major events, like weddings, often have consumers dealing with companies that they are unfamiliar with. To help avoid wedding nightmares, use the BBB's free reliability reports to check out the trust factor for over 30,000 businesses and charities in advance. They can be accessed 24/7 online at [www.fwbbs.org](http://www.fwbbs.org) or by calling (817) 332-7585

### • **Engine Repairs can be Tricky**

Quality Engine Installations, Arlington, replaces automobile engines and related under the hood services. They have left some consumers boiling over when repair costs were nearly double the original estimate, it took longer than promised to return their vehicles and their vehicles continued to have troubles. When handling necessity fixes, it is recommended by the Better Business Bureau® at Fort Worth that you research the providers in advance and get two to three written estimates on the issues that need to be addressed and the related cost before you commit to the repairs. For your convenience, the BBB offers free reliability reports to check out the trust factor for over 30,000 businesses and charities in advance. They can be accessed 24/7 online at [www.fwbbs.org](http://www.fwbbs.org) or by calling (817) 332-7585.

### • **Outdoor Creations turn into Outdoor Disasters**

Contracting for home repairs and improvements can get dirty when sub-contractors are not paid by the contractor you put your trust in or work is not completed. That has been the experience of one of Outdoor Creations customers who contracted the company to install gutters and drainage. Others have contracted for patio and deck work, but have not been able to connect with Robert McCans, Jr. since they made their deposits over six months ago. Before hiring a contractor for any type of home repair, the Better Business Bureau® at Fort Worth recommends you research the company and get two to three written estimates before you commit. Also, before paying for completed work, be certain to get copies of receipts that any sub-contractors have been paid in full to avoid a lien on your property. For your convenience, the BBB offers free reliability reports to check out the trust factor for over 30,000 businesses and charities in advance. They can be accessed 24/7 online at [www.fwbbs.org](http://www.fwbbs.org) or by calling (817) 332-7585.

### • **The True Cost of FREE AIRLINE Tickets**

Lies of omission are still lies they just take longer to identify. LNH Communications, Stephenville, appears to be specializing in omission. The Better Business Bureau® at Fort Worth has received multiple complaints from consumers that they were promised two free airline tickets if they attended a meeting about a product offering. When attending, they found out they had to pay \$24.95 to get the voucher package that would provide access to their free airfare. When the package arrived, they found the airfare was free right after you booked a hotel package that ranged from \$250 to \$5,300. According to LNH, this tactic is "nothing more than a simple marketing strategy." To avoid marketing strategies of this nature, the Better Business Bureau® at Fort Worth recommends you research the company before you commit your discretionary time to a labyrinth of hidden costs. For your convenience, the BBB offers free reliability reports to check out the trust factor for over 30,000 businesses and charities in advance. They can be accessed 24/7 online at [www.fwbbs.org](http://www.fwbbs.org) or by calling (817) 332-7585.

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### **About the BBB System**

The Better Business Bureau is dedicated to advancing trust between businesses and consumers. BBBs across the U.S. and Canada serve millions of consumers and nearly 400,000 members/Accredited Businesses. The BBB has grown to become the most recognized name and advocate for promoting trust in the marketplace, maintaining a database on almost 3 million businesses and approximately 7,000 charities. For more information, please visit [www.bbb.org](http://www.bbb.org).