Thank you for contacting the Division of Consumer Affairs. The dispute form you requested is attached. Please use the following guide to complete the form.

All dispute forms must be completed in English.

1. Please print or type the form in a clearly and legibly.
2. Complete the sections containing your contact information and the contact information for the business, landlord, or person you are complaining about.
3. Your description of the dispute should include the following information:
   a. a brief summary of what happened;
   b. the problem or issue that is the focus of your dispute;
   c. the steps you used in an attempt to resolve the problem prior to contacting our office;
   d. the business response to your attempts to resolve the matter.
4. Your supporting documents should include the following:
   a. canceled checks (both sides), copy of money order, credit/debit card receipt and/or statement, paid receipt issued by the business/person you are complaining about;
   b. purchase order, contract, shipping and/or delivery invoice, lease(both sides of the document please);
   c. copies of any written correspondence, faxes, telegrams, texts or emails between yourself and the business and any proof of delivery, and signed receipts, like green cards.
   d. other items like photographs (before/after), reports completed by third parties, citations or violation notices issued by other Florida entities concerning your property or purchase.

Consumer Affairs reserves the right to reject, take no action or refer dispute forms if they do not relate to businesses operating in Palm Beach County, Florida; contain profane, vulgar or threatening language or are under the jurisdiction/regulation of another agency. If you do not have an attorney and think you will need one, contact the Palm Beach County Bar Association (561) 687-3266 (West Palm Beach area) or (561) 451-3256 (Boca/Delray).
Mail completed form and all attachments (receipts, contracts, etc.) to:
Palm Beach County Consumer Affairs Division
50 South Military Trail, Suite 201
West Palm Beach, FL 33415
By Fax (561) 712-6610

Your name: __________________________________________

Your mailing address: __________________________________________

City: __________________________ State: _______ Zip code: ____________

Day time phone: (____)_____________ Work or cell phone(____)_____________

Your e-mail address: _______________________________ Fax (____)_____________

Dispute Against: __________________________________________

Name: __________________________________________ Contact person: ___________

Address: __________________________________________ City: __________________________ State: ____ Zip code: __________

Mailing address if different: ______________________________________ [ ] Same

Phone: (____) __________________________ Fax: (____) __________________________

E-Mail Address: __________________________ Website: __________________________

Dispute Information: __________________________________________

Date of transaction: __________________________ Dollar Amount in dispute (if applicable): __________

Have you contacted the business/landlord about this dispute? Yes No

Did you sign a contract, lease or other document? Yes No

What other agencies/organizations have you contacted for assistance and what was the outcome?
____________________________________________________________________________________
____________________________________________________________________________________

What type of dispute resolution would you consider being mutually fair?
____________________________________________________________________________________
____________________________________________________________________________________

For Office Use Only

Business Type: __________________________ Description: __________________________ Nature: __________

Assigned to: __________________________ Date Assigned: __________________________

Assigned by: __________________________
Details of Your Dispute
A copy of your dispute will be sent to the business/landlord

Description of your dispute:

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PLEASE READ DISCLOSURE STATEMENT

Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in Sections 775.082, 775.083, or 837.06, F.S.

All supporting documents and attachments submitted with this dispute are subject to public inspection pursuant to Sections 119, F.S. Please cross out all Social Security, numbers, bank/credit card account numbers or medical records with your information (unless specifically requested to do otherwise). If copies are not available, please indicate. Do not send original documents.

Our Investigators are not attorneys and cannot represent you legally. Our staff provides informal mediation to resolve disputes. On occasion, the only recourse is to seek legal remedy through the court system. This Division cannot compel parties to settle disputes in a manner to produce a particular result.

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Consumer Affairs maintains “Business Information Reports” which summarizes consumer allegations and case dispositions with businesses and landlords. These reports are available for public review and are posted on the Division’s website at: www.pbcgov.com/consumer.

I hereby certify that I have read this disclosure statement and that the information submitted on this dispute form and in the attached documents are true and complete to the best of my knowledge and belief. I ACKNOWLEDGE THAT I AM AWARE THAT THE PERSON/BUSINESS WHICH I AM COMPLAINING AGAINST WILL RECEIVE A COPY OF THIS DISPUTE.

Signature: ___________________________ Date: ___________________________

Help us – Help YOU: To provide the best possible service please complete the following:

Your age category: [ ] Under 20 [ ] 20-29 [ ] 30-39 [ ] 40-49 [ ] 50-59 [ ] 60-69 [ ] 70-79 [ ] 80-89 [ ] 90+

Are you: [ ] A full-time resident [ ] A part-time resident [ ] Not a Palm Beach County resident

Palm Beach County Consumer Affairs Division
Main number (561) 712-6600, Boca/Glades call toll free: 1-888-852-7326, Fax (561) 712-6610
Website: www.pbcgov.com/consumer

What we do: We investigate and through mediation work to resolve disputes concerning consumer disputes with businesses/landlords. We will attempt to assist you if you are a resident of Palm Beach County or if your dispute involves a business located within Palm Beach County, Florida. We also administer the following ordinances: Consumer Protection, Moving, Price Gouging (during declared state of emergency), Tobacco Placement, Towing and Vehicle for Hire.

If you have a dispute: Please be sure you have made an effort to resolve the matter by dealing directly with the manager or owner of the business/property. If you have exhausted all attempts to resolve the matter, complete this form and return it to our office. After receipt of your form, you will be informed as to which investigator will be handling your case. If you have questions, please contact the investigator assigned to you case.