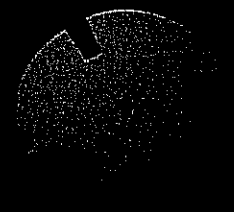


PENNSYLVANIA

**HOME
IMPROVEMENT
CONSUMER INFORMATION**



TOM CORBETT
ATTORNEY GENERAL
P E N N S Y L V A N I A



TOM CORBETT
ATTORNEY GENERAL

Dear Fellow Pennsylvanian:

If you are a homeowner, you will be pleased to know about the Home Improvement Consumer Protection Act. The law affords protections for consumers who hire contractors for home remodeling projects.

Effective July 1, 2009, contractors who perform home improvements totaling \$5,000 or more per year must register with the Office of Attorney General. The law requires written contracts between the contractor and consumer when the price of the project exceeds \$500, and provides for criminal penalties for home improvement fraud and civil penalties for violations of the act. If you are remodeling your home, be sure your contractor is registered with the Office of Attorney General before you sign a contract.

To check the registration status of a contractor, visit our website at www.attorneygeneral.gov or call toll free 1-888-520-6680.

Tom Corbett

What is home improvement fraud?

Home improvement fraud occurs when:

- A contractor intentionally provides false or misleading information to convince a consumer to enter into an agreement for home improvements.
- A contractor receives payment and fails to provide the services or materials.
- A contractor damages a person's property in order to solicit an agreement for services or materials.
- A contractor alters a contract or other documents without the consent of the consumer.
- A contractor publishes false or deceptive advertisements.
- A contractor misrepresents material as special order material or misrepresents the cost of special order material.
- A contractor represents himself or herself as an employee of a governmental unit or public utility.

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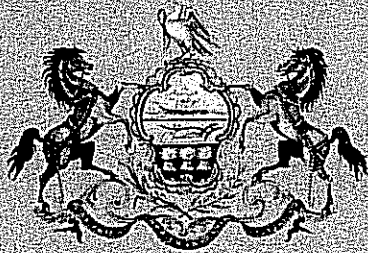
1-888-520-6680

What are my rights?

- A home improvement contractor must provide you with a copy of the complete contract free of charge.
- You have the right to rescind your home improvement contract without penalty within three business days of the signing date, except as provided under law for emergency situations.
- A home improvement contract is not enforceable against a consumer if it does not include all of the information required by law.
- A contractor may not demand or receive any payment for a home improvement before the home improvement contract is signed.

Where can I find my contractor's registration number?

- All contractors must display their official registration number on all contracts, estimates, proposals, and advertisements distributed within the Commonwealth.
- To verify a contractor's registration number, visit the Pennsylvania Office of Attorney General's website at www.attorneygeneral.gov or call toll free 1-888-520-6680.



Pennsylvania Office of Attorney General
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