



Government of the Virgin Islands
of the United States

Department of Licensing and Consumer Affairs

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DLCA CONSUMER TIPS

An issue that is the subject of frequent consumer complaints is home improvement and repairs. Home improvements and repairs can cost thousands of dollars and consumers are often taken advantage of by contractors and fall victim to deceptive practices. The following tips should be taken into consideration when selecting a contractor:

- Get recommendations and references. Talk to friends, family and others who have used the contractor for similar work.
- Get at least three written estimates. Insist that contractors come to your home to evaluate what needs to be done. Be sure that all three estimates are based on the same work so that you can make meaningful comparisons.
- Check contractor complaint records with the Consumer Protection Services Division and check with the Boards and Commissions Division to ensure that the contractor is licensed.

CONSUMER TIPS



"Serving Businesses and Assisting, Educating & Protecting Consumers"