

<http://www.KSCBNews.net/news/index.cfm?nk=22368>

Home Security Company Fined In Consumer Protection Violations

A Utah home security alarm company has agreed to pay restitution, fines and investigative costs after being accused of violating Kansas consumer protection laws, Kansas Attorney General Derek Schmidt said.

Vivint, Inc., has issued refunds to 19 Kansas consumers and paid \$55,000 in civil penalties and reimbursement of the state's investigative costs. In addition, the company has agreed to abide by the Kansas Consumer Protection Act in future transactions. The settlement of this case was filed as a consent judgment in Shawnee County District Court. The case against the company resulted from an investigation by the Attorney General's Consumer Protection Division.

"Kansas law regulates the conduct of door-to-door sales to ensure that Kansans who are solicited at their homes are not rushed or pressured into making a purchase," Schmidt said. "We take seriously our responsibility to enforce the law."

The company was accused of using a variety of deceptive practices while going door-to-door offering to install new home security systems or replace existing systems. The Attorney General's Office said the salesmen failed to advise the consumers of their rights under the Kansas Consumer Protection Act and did not disclose all costs associated with switching alarm system providers.

Attorney General Schmidt reminded Kansans to be wary of door-to-door offers, especially when the salesman is pushing unsolicited goods or services. Consumers should always seek multiple bids and consult reputable, local companies. Any consumers who feel they may be victims of deceptive or illegal business practices are encouraged to file a report with the Attorney General's Office by calling 1-800-432-2310 or visiting www.ag.ks.gov.

Attorney General Press Release