



BBB Consumer Tackle Box Tips for hiring a trustworthy business

While you're waiting to "catch the big one" here's some helpful information from your Better Business Bureau on hiring trustworthy businesses. There are con artists waiting to lure you in hook, line and sinker; don't take the bait! Be a wise consumer by using BBB's free tools and resources before you make a purchase or hire a contractor.

Cast a wide net

Always get multiple quotes or estimates. Visit ask.bbb.org to use our Request A Quote to get up to three free estimates from local BBB Accredited Businesses.

Catch and/or Release

If a business isn't willing to give you a written contract with their name, address, phone number and license number, release them and find a trustworthy company that will offer a written agreement.

Luring you in

If a company comes to your door seeking work, don't hire them until you've done your homework. Call BBB at 1-800-646-6222 to get a free BBB Business Profile on the company. Then request - and follow up on - references. Make sure the company is licensed or registered to do business in your city, and get a written estimate before they begin work.

Reel in a lien waiver

For building and remodeling projects, ask whether the contractor will provide a lien waiver upon completion of the project. A lien waiver is a statement by the contractor that all suppliers and subcontractors have been paid in full.

Hooked on a feeling

Yes, your gut can tell you something! If you feel a company isn't telling you the whole truth, is putting extra pressure on you to make a decision "now," or making excuses for not providing you with information, take control. You're the customer - cut bait and move on.

Check your line

Make sure you understand the scope of work for any remodeling project and be sure there's a line in your written contract that specifically outlines both a start and end date to the project.

Know your limit

If you are having a hard time communicating with a business, reach out to us first. We have experts on handling and resolving marketplace issues.

Avoid Phishing

Scam artists go phishing too! If you think someone is trolling for your personal information, report it to BBB's Scam Tracker at bbb.org/scamtracker.

If it smells fishy...

If you receive an offer that seems "too good to be true" then ask BBB at 1-800-646-6222 or bbb.org.

