

Citizen Alert

Beware of Door to Door Alarm Sales

For the past few years, several out-of-state companies have brought a college-aged sales force into our local community to perform aggressive door to door sales of their residential alarm systems. The alarm systems they typically sell are unreliable and substandard, and subject to causing the homeowner expensive false alarms.

Every potential alarm customer, prior to signing any paperwork or agreeing to have an alarm system installed, should ask the sales person about Spokane City's False Alarm Reduction Program. If they do not know, or tell you there is no such program, they are in error. You must register your alarm system with the City of Spokane in order to be eligible for police response, and every reputable alarm company will know this and be able to assist you in getting registered.

These high pressure door-to-door alarm sales tactics may also include the following:

- They often misrepresent themselves as being from the homeowner's current alarm company (they look at your current yard signs or window stickers) or may use a well known brand name like Honeywell or GE Security. Ask where their home office is located. Ask if they are licensed with the City of Spokane.
- They may claim to have a new and better product; or that there is a problem with your current system that they are there to fix. Contact your current alarm company or monitoring company before agreeing to any service or change to your current alarm system.
- They may be pleasant, but typically use high pressure sales tactics.
- They require you to sign a new monitoring contract that commits you to payments to a different company than your current one.
- Double check with the Better Business Bureau if you have any questions about the alarm sales company BEFORE agreeing to purchase an alarm system or signing a monitoring contract. This has been a nationwide phenomenon and there have been thousands of consumer fraud complaints and complaints to the BBB. Be prepared! Go on-line and Google "[alarm summer sales complaints](#)" for a sample of their activities and tactics.
- They may offer a "no-cost" installation, but the monthly monitoring fees are exceptionally high. In addition, the penalty for cancelling your monitoring contract early will be in the thousands of dollars. Read the entire purchase and monitoring contract and ask what these fees are BEFORE signing.

- They often target senior citizens and attempt to confuse and/or scare the homeowner into signing a new contract.
- There are many reputable alarm companies here in Spokane, installing the very best equipment available and offering the homeowner true value and safety. Do your research before agreeing to have any alarm system installed or signing any monitoring contract.

A legitimate alarm company will come to your residence only after making an appointment and will seldom if ever, show up at your door without your knowledge.

The sales representative should always be able to produce appropriate company identification.

If in doubt, call your current alarm company to confirm the identity of someone representing them.

You have the right to ask a person to leave your home or premises and if they continue with their sales efforts after you have asked them to leave, notify the police.