

Department of Regulatory and Economic Resources
Office of Consumer Protection

DO YOU KNOW YOUR CONSUMER RIGHTS?



Here are services you may not know are provided
by the Office of Consumer Protection.

- Regulated Business Complaint Investigations
- Regulatory Enforcement
- Consumer/Business Dispute Mediation
- Wage Theft Investigations
- Regulated Business Licensing
- Consumer Education

Staying savvy could help you save money, get a refund,
or get the compensation you may be owed.

Office of Consumer Protection

786-469-2300

consumer@miamidade.gov

*"Our mission is to maintain a community of educated
consumers and sustainable businesses prospering
in a fair and equitable marketplace."*



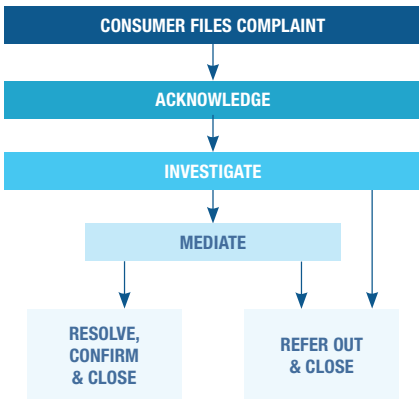
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Office of Consumer Protection

The Office of Consumer Protection enforces consumer protection laws under Miami-Dade County's Uniform Trade Standards and Deceptive Trade Practices codes and regulates and enforces laws relating to specific businesses and occupations.

Regulated Business: The regulated industries and occupations licensed by the office are the following:

- Locksmith companies and locksmiths
- Motor vehicle repair shops and mechanics
- Motor vehicle title loan lenders
- Moving companies
- Pain management clinics
- Personal injury medical providers
- Towing companies
- Vehicle immobilization ("booting") companies
- Water remetering companies and property owners



Did your mechanic give you a bill that far exceeds the original estimate?

Did you pay for your car to be repaired and it continues to have the same problem?

Were you illegally towed or overcharged for the tow?

Did your moving company provide you with a Bill of Rights? Did they charge you in excess of your estimate?

Are you an employee who's not getting paid?

Do you need to file a claim in small claims court and need more information on the process?