



Better Business Bureau®

Serving the Pacific Southwest

60 S. Acoma Blvd. Unit #B102
Lake Havasu City, AZ 86403

A Community of Trustworthy Businesses

Campuses in Maricopa • Mohave • Orange • San Diego • Yavapai • Yuma Counties

Better Business Bureau has a local office here in Lake Havasu City. Our mission is to be the leader in advancing marketplace trust – for businesses and consumers. Our outreach programs offer education on marketplace issues, scam prevention and awareness, business ethics and more.

Neighborhood Scams and Threats to be Aware of:

Mail Theft:

- Money, gift cards removed from bright colored letter appearing to be birthday or celebration
 - Use a secure or locked mailbox, or PO Box location
 - Install security cameras if available

Package Delivery Theft:

- Boxes stolen from front porches
 - Get to know your Fed Ex, Mail Delivery, etc. drivers and talk to them when you are expecting a package
 - Ask deliveries to be left in a more hidden spot – behind a plant, around the side of the house, hidden out of plain sight
 - Ask a neighbor to keep an eye out if you are expecting a package
 - Track your deliveries online (if available from retailers) so you know when it's arriving
 - **BEWARE:** "Your Order Has Arrived" Shipping Scam: The email arrives and says your package has arrived, and asks you to click on a link that is asking for your personal information.
 - Verified tracking emails will have a link, but directly to the mode of delivery (Fed Ex, Amazon) and doesn't ask for more information.

Door to Door Sales/Information Seeking:

- This type of sales tactic still works!
- Permits are required, ask to see them.
- Tricked into purchasing one small item and signing into a lengthy contract or monthly subscription
 - AZ Law through the Attorney General allows a "Cooling Off Period", which means you have legal right to cancel certain contracts within three days:
<https://www.azag.gov/consumer/door-to-door>
- Selling items like magazines, food, cookies or asking for donation for school trips.
 - Asked to pay for items up front and never receive goods