Consumer Issues

Consumer fraud, as defined by Arizona law, is any deception, false statement, false pretense, false promise or misrepresentation made by a seller or advertiser of merchandise. In addition, concealment, suppression or failure to disclose a material fact may be consumer fraud if it is done with the intent that others rely on such concealment, suppression or nondisclosure. Merchandise may include any objects, wares, goods, commodities, intangibles, real estate or services.

The following is a brief overview of the Consumer Fraud Act. The Act is found at A.R.S.§ 44-1521 through 44-1534. The Attorney General's Office offers this information as a public service but is prohibited by law from giving you legal advice. If you have questions regarding your particular case you might want to contact a private attorney.

The Arizona Attorney General has the authority to bring actions alleging violations of the Consumer Fraud Act. Sometimes the enforcement authority is delegated to County Attorneys. A private citizen can also bring an action for a violation of the Consumer Fraud Act within one year from the date the claim arises.

If you believe you have been the victim of consumer fraud, you should first contact the company in writing and specifically request the relief that you feel is appropriate. You may also file a complaint with the Arizona Attorney General's Office. There are a couple of different options for filing a complaint - you can:

- file a complaint online
- print a complaint form from this web site, fill it out and mail it to us with photocopies of your supporting documents
- contact us by phone or mail for information and/or a complaint form

**PHOENIX**

OFFICE OF THE ATTORNEY GENERAL
Consumer Information and Complaints

1275 W. Washington
Phoenix, Arizona 85007-2926
Telephone: (602) 542-5763
outside of the Phoenix Metro Area
(800) 352-8431

or

**TUCSON**

OFFICE OF THE ATTORNEY GENERAL
Consumer Information and Complaints

400 W. Congress
South Building, Suite 315
Tucson, Arizona 85701-1367
Telephone: (520) 628-6504
or (800) 352-8431

Because this office receives thousands of complaints per year, not all of them can be fully investigated. However, you should receive a response to your complaint within 2-3 weeks. Many complaints result in Attorney General enforcement actions against companies or merchants. An enforcement action may sometimes result in civil penalties, attorney's fees and refunds to affected consumers.

The complaint process, by law, is confidential, therefore this office cannot reveal complaints or investigations against a particular company or merchant.