

NJ Resource Guide for Women

Section VI:

CONSUMER AFFAIRS

**Department of Community Affairs
Susan Bass Levin, Commissioner**

CONSUMER AFFAIRS

Division of Consumer Affairs:

New Jersey Division of Consumer Affairs
124 Halsey Street
Newark, NJ 07102

Phone: (973) 504-6200

Toll Free: 1 (800) 242-5846 (Toll free in New Jersey only)

TTY: (973) 504-6588

Fax: (973) 273-8035

Email: askconsumeraffairs@lps.state.nj.us

Web: <http://www.njconsumeraffairs.gov/>

- ◆ The New Jersey Division of Consumer Affairs protects the public from fraud, deceit and misrepresentation in the sale of goods and services.

No Solicitation:

NJ Do Not Call List

Web: <http://www.nj.gov/donotcall/>

- ◆ The New Jersey "Do Not Call" law is now in effect, maximizing State residents' protection from unsolicited and unwanted telemarketing sales calls.

National Do Not Call Registry

Toll Free: 1 (888) 382-1222 (Federal Trade Commission)

Web: <https://www.donotcall.gov/default.aspx>

- ◆ The National Do Not Call Registry gives you a choice about whether to receive telemarketing calls at home. Most telemarketers should not call your number once it has been on the registry for 31 days. If they do, you can file a complaint at this website. You can register your home or mobile phone for free. Your registration will be effective for five years.

Lemon Laws for Automobiles and Wheelchairs:

NJ New Car Lemon Law Protection

Lemon Law Unit
P. O. Box 45026
Newark, NJ 07101

Phone: (973) 504-6226

Web: <http://www.state.nj.us/lps/ca/ocp.htm#lemon>

- ◆ In order to qualify for Lemon Law protection, the new car in question must be less than two years old and have fewer than 18,000 miles. The defects complained of must materially impair the use, safety or value of the car. If you believe you have a "lemon" which meets these conditions, you may be eligible for relief. In order to qualify for Lemon Law relief, you must complete a Lemon Law application and pay a \$50 processing fee. If your case is successful, the fee will be returned.

CONSUMER AFFAIRS

NJ Used Car Lemon Law Protection

Lemon Law Unit
P. O. Box 45039
Newark, NJ 07101

Phone: (973) 504-6226

Web: <http://www.state.nj.us/lps/ca/ocp.htm#lemon>

- ◆ Under the used car lemon law, used car dealers are required to provide warranties on every used car that is sold for more than \$3,000, that is less than eight (8) years old, has not been declared a total loss by an insurance company and has an odometer reading of 100,000 miles or less.

Wheel Chair Lemon Law Protection

Lemon Law Unit
P. O. Box 45026
Newark, NJ 07101

Phone: (973) 504-6226

Web: <http://www.state.nj.us/lps/ca/ocp.htm#lemon>

- ◆ The law requires manufacturers to provide customers with warranties that last at least one-year and cover defects, which impair the use, value or safety of the motorized wheelchair and scooter. If your wheelchair or scooter has the same problem after three repair attempts or is out of service for a total of 20 days, you may be entitled to a replacement, refund or early lease termination, minus a reasonable allowance for use. A reasonable allowance for use is based on the number of days that wheelchair was used before you first reported the problem. To participate in the Wheelchair Lemon Law dispute resolution process, you must submit an application and pay a non-refundable \$50 filing fee.

Credit Reports:

The New Jersey Fair Credit Reporting Act

New Jersey Division of Consumer Affairs
124 Halsey Street
Newark, NJ 07102

Phone: (973) 504-6200

Toll Free: 1 (800) 242-5846

- ◆ This act allows consumers to check the accuracy of their credit reports. Under the law, New Jersey residents may obtain one copy annually, free of charge, from each of the major credit reporting bureaus. Since millions of credit reports are sold daily, it is easy for some information to be incorrect. You should review your credit report on a regular basis and correct mistakes immediately. If you find a problem, the credit bureau has 30 business days to investigate and must inform you of its findings within ten days of concluding its investigation:

Credit Reports Contact Information:		
Equifax Phone: 1 (800) 685-1111 Web: www.equifax.com	Experian Phone: 1 (888) 397-3742 Web: www.experian.com	Transunion Phone: 1 (800) 888-4213 Web: www.transunion.com

CONSUMER AFFAIRS

To File A Complaint Against Physicians Or Service Agencies:

New Jersey Board of Medical Examiners

New Jersey Board of Medical Examiners

P.O. Box 183

Trenton, NJ 08625

Phone: (609) 826-7100

Fax: (609) 826-7117

Email: bme@dca.lps.state.nj.us

Web: <http://www.state.nj.us/lps/ca/bme/index.html>

- ◆ The Board sets education, training and examination requirements for New Jersey's doctors and disciplines for those physicians who do not comply with the standards set by law.

Regulated Business Section

New Jersey Regulated Business Section

P.O. Box 45028

Newark, NJ 07101

Phone: (973) 504-6370

Web: <http://www.nj.gov/lps/ca/ocp.htm#regulated>

- ◆ The Regulated Business Section regulates athletic/booking agencies, career consulting or counseling services, headhunters, temporary health agencies, nursing registry/home health agencies, pre-paid computer job matching services, resume services, temporary help firms, employment agencies, job listing services, modeling and talent agencies, ticket resellers, health spas, public movers and warehousemen.

County and Municipal Consumer Affairs Offices

Atlantic County Consumer Affairs 1333 Atlantic Avenue, 8th floor Atlantic City, New Jersey 08401 609-345-6700	Bergen County Consumer Affairs Division of Consumer Protection 1 Bergen County Plaza Hackensack, NJ 07601 Office - 201-336-6400 Fax - 201-336-6416	Burlington County Consumer Affairs 49 Rancocas Road, 3rd Floor Mt. Holly, New Jersey 08060 609-265-5054	Camden County Consumer Protection Office of Weights and Measures DiPiero Center, Lakeland Road Blackwood, New Jersey 08012-1601 856-374-6161	Cape May County Consumer Affairs 4 Moore Road Cape May Courthouse, New Jersey 08210-1601 609-463-6475
Cumberland County Consumer Affairs 788 E. COMMERCE Street Bridgeton, New Jersey 08302 856-453-2203	Essex County Division of Community Action/ Consumer Services 50 South Clinton Street, 3rd Floor East Orange, New Jersey 07018 973-395-8350	Gloucester County Department of Consumer Protection/Weights & Measures 115 Budd Boulevard County Complex Woodbury, New Jersey 08096 856-384-6855	Hudson County Consumer Affairs 595 Newark Avenue, 4th Floor, Room 407 Jersey City, New Jersey 07306 201-795-6295	Hunterdon County Consumer Affairs PO Box 2900 Flemington, New Jersey 08822 908-806-5174 Fax: 908-806-4236 E-mail: jferrari@co.hunterdon.nj.us

CONSUMER AFFAIRS

<p>Livingston Municipal Office of Consumer Affairs Town Hall, 357 Livingston Avenue Livingston, New Jersey 07039 973-535-7976</p>	<p>Maywood Municipal Office of Consumer Affairs 459 Maywood Avenue Maywood, New Jersey 07607 201-845-2900 ext. 201</p>	<p>Mercer County Office of Consumer Affairs 640 South Broad Street, Room 404 Trenton, New Jersey 08650-0068 609-989-6671</p>	<p>Middlesex County Consumer Affairs Middlesex County Administration Building JFK Square, 2nd Floor, Suite 290 New Brunswick, New Jersey 08901 732-745-3875</p>	<p>Middlesex Boro. Municipal Office of Consumer Affairs 1200 Mountain Avenue Middlesex, New Jersey 08846 732-356-8090 extension 250</p>
<p>Monmouth County Department of Consumer Affairs 50 East Main Street, PO Box 1255 Freehold, New Jersey 07728 732-431-7900</p>	<p>Nutley Municipal Office of Consumer Affairs 149 Chestnut Street Nutley, New Jersey 07110 973-284-4975</p>	<p>Ocean County Consumer Affairs 1027 Hooper Avenue, Building 2, PO box 2191 Toms River, New Jersey 08754 732-929-2105</p>	<p>Passaic County Department of Law & Public Safety Department of Consumer Protection/Weights & Measures 1310 Route 23 North Wayne, New Jersey 07470 973-305-5881</p>	<p>Perth Amboy Municipal Office of Consumer Affairs Fayette & Reade Street Perth Amboy, New Jersey 08861 732-826-4300</p>
<p>Plainfield Municipal Office of Consumer Affairs Community Relations/ Social Services Plainfield Action Services (Union County) 510 Watchung Avenue Plainfield, New Jersey 07060 908-753-3519</p>	<p>Secaucus Municipal Office of Consumer Affairs Secaucus Municipal Building, 1203 Paterson Plank Road Secaucus, New Jersey 07094 201-330-2008</p>	<p>Somerset County Consumer Affairs 20 Grove Street, PO Box 3000 Somerville, New Jersey 08876-1262 908-231-7000</p>	<p>Union County Consumer Affairs 300 North Avenue East, PO Box 186 Westfield, New Jersey 07091 908-654-9840</p>	<p>Union Township Municipal Office of Consumer Affairs 1976 Morris Avenue Union, New Jersey 07083 908-851-5477</p>

CONSUMER AFFAIRS

***Department of the Public Advocate**

240 West State Street

PO BOX 851

Trenton, NJ 08625-0851

Phone: (609) 826-5090

Web: <http://www.nj.gov/publicadvocate/>

Web: <http://www.rpa.state.nj.us/>

*** Spanish Speakers Available**

- ◆ The Department of the Public Advocate is a principal executive department of the state dedicated to making government more accountable and more responsive to the needs of average New Jerseyans. The Public Advocate advocates on behalf of New Jersey citizens, including children, the indigent, senior citizens, people with disabilities, mental illness and consumers utilizing a range of advocacy tools including systemic and class action lawsuits.

- ◆ The Division of Rate Counsel represents consumers in utility matters (e.g. gas, electric, cable, water), and has limited jurisdiction to represent consumers in non-expedited auto, health and other private lines of insurance rate cases above 7 percent. It is the mission of the Division of Rate Counsel to make sure that all classes of utility consumers receive safe, adequate and proper utility service at affordable rates that are just and nondiscriminatory. In addition, the Division works to insure that all consumers are knowledgeable about the choices they have in the emerging age of utility competition.