

D2D CONSUMER CHECKLIST

Some door-to-door salespeople may mislead you or try to pressure you to commit to a new water heater rental, but remember: **It's *your* doorstep, and *your* decision.**

Get the information you need to make an informed decision.

Refer to the checklist below when door-to-door salespeople come knocking.

It's also a good idea to call your current service provider before making any changes to your account.

Remember, if you decide to sign a contract at the door, you are guaranteed certain protections under the Ontario Consumer Protection Act, including the right to cancel any contract within 10 days.



Sponsored by Reliance Home Comfort™

- What company do you represent?
- Can I see your company identification? Can this be verified?
- How long have you been in business?
- How many service technicians do you have in my area?
- If I need assistance or service, can I reach someone 24/7 by phone?
- How much will it cost me if my needs change and I need a larger or smaller water heater?
- How many customers do you have?
- What is the term of the contract?
- Will I have to pay exit fees if I break the contract?
- How much higher are your rental rates?

ENJOY HOT WATER BUT DON'T GET BURNED AT THE DOOR

burnedatthedoor.com