

PRICE GOUGING IS ILLEGAL!

(NEWS RELEASE) - Texas Attorney General Ken Paxton today issued a stern warning to retail suppliers, including those who supply grocery stores and pharmacies, that **State law strictly prohibits price gouging in the wake of a declared disaster**. Price gouging laws apply to any person or entity selling necessities at an exorbitant or excessive price after a disaster has been declared by the Governor or President. This prohibition includes those who supply retailers.



KEN PAXTON
ATTORNEY GENERAL *of* TEXAS

© Provided by Lubbock KCBD "No one is exempt from price gouging laws in Texas, and those who violate the Texas Deceptive Trade Practices Act will be met with the full force of the law," said Attorney General Paxton.

Under the Texas Deceptive Trade Practices Act, any price-gougers may be required to reimburse consumers and may be held liable for civil penalties of up to \$10,000 per violation with an additional penalty of up to \$250,000 if the affected consumers are elderly.

"My office will work aggressively to investigate and prosecute any price-gouger who takes advantage of a disaster declaration by selling necessities at an excessive price, including retail suppliers in grocery and pharmacy chains," said Attorney General Paxton. "No one is exempt from price gouging laws in Texas, and those who violate the Texas Deceptive Trade Practices Act will be met with the full force of the law."

Texans who believe they have encountered price gouging or disaster scams should call the Office of the Attorney General's toll-free complaint line at (800) 621-0508 or [file a complaint online](#). For additional information on disaster scams, please visit our [disaster scams website](#).

CONSUMER COMPLAINTS-ONLINE-FOR PRICE GOUGING DURING A DECLARATION
OF DISASTER

Websites for filing a complaint on-line:

<http://txoag.force.com/CPDOnlineForm> - English

<http://txoag.force.com/CPDOnlineFormEs> - Español

File a Consumer Complaint

Filing a consumer complaint with the Office of the Attorney General is easy. But you should understand the process first. Here's what you need to know.

Preparing Your Complaint

Before you file your complaint with us, take a moment to make sure you have all of your important information. Please note: The system cannot save your complaint in progress, so you will need to complete the form in one sitting.

The more details you can provide, the more effectively we can review your complaint. Important information includes:

- The name of the business or individual you're filing a complaint against
- The business/individual's full address, including zip code
- A detailed description of your complaint
- Explanation of how you came into contact with the business/individual
- Transaction dates and amounts
- Contract information (when appropriate) with payment details
- How you may have attempted to resolve the dispute, including the names of people you spoke with

Note: You can also attach supporting documents when filling out the online complaint form.

Your Complaint Is Public

Complaints filed with the Consumer Protection Division are potentially an open record. This means any member of the public may file an open records request and view your complaint.

What We Can Do

- Receive consumer complaints and review them to identify illegal activity
- File civil lawsuits acting in the public interest
- Educate Texans on the latest scams—and how to avoid them

What We Cannot Do

- Serve as your lawyer
- File lawsuits on your behalf or on behalf of individual consumers
- Bring criminal charges for deceptive practices
- Provide legal counsel or interpretations of the law to individuals

File a Complaint by Mail

If you don't want to file online, you can download, print, and mail in your complaint form.

Send the form to:

Office of the Attorney General
Consumer Protection Division
PO Box 12548
Austin, TX 78711-2548

File#:

- The information you report on this form will be used to help us investigate violations of consumer laws.
- **The Attorney General's Office does not resolve individual consumer complaints.**
- This complaint and the information you provide are records open to the public under Texas Law.
- We may send a copy of this form to the Business, so **please write legibly and use black ink only.**
- Please attach copies of any documents necessary to explain the transaction but **do not send original documents.**
- The Attorney General's Office will contact you if additional information is needed.

Consumer Information

Business or Individual Complaint is Against

Name		Name	
Address		Address	
City		City	
State	Zip	State	Zip
Home Phone ()	Work Phone ()	Phone ()	
Email address		Person you dealt with:	
Age <input type="checkbox"/> Under 19 <input type="checkbox"/> 20-29 <input type="checkbox"/> 30-39 <input type="checkbox"/> 40-49 <input type="checkbox"/> 50-59 <input type="checkbox"/> 60-64 <input type="checkbox"/> 65 or over		Website or Email address:	

1. Initial contact between you and the business:

- Person came to my home
- I went to company's place of business
- I received a telephone call from business
- I telephoned the business
- I received information in the mail
- I responded to radio/television ad
- I responded to printed advertisement
- I responded to a Website or e-mail solicitation
- I responded to a solicitation in a language other than English (What language?) _____
- Other _____

2. Where did the transaction take place?

- At home
- At business
- By mail
- Over the phone
- Over the computer
- Trade Show or Hotel
- Other _____

3. Date(s) of Transaction(s)

4. Did you sign a contract?

- Yes (please enclose a copy)
- No

5. How much did the company/individual ask you to pay? _____

6. How much did you actually pay? \$ _____ Cash Credit Card Loan Check

- Bank Account Debit Wire Transfer Money Order Cashiers Check Debit Card

Date(s) of Payment: _____

File#: _____

- La información que usted proporcione en este formulario será utilizada para la investigación de violaciones de las leyes de protección al consumidor.
- **La Procuraduría General no resuelve quejas individuales del consumidor.**
- Este formulario y la información que usted proporcione serán abiertos al público, conforme la ley de transparencia gubernamental de Texas.
- Esta queja podría ser enviada al negocio, así que por favor escriba claramente y solamente con tinta negra.
- Por favor envíe copias de documentos necesarios para explicar la transacción. **No envíe originales.**
- La Procuraduría General entrará en contacto con usted si es necesario recibir mayor información.

Información del Consumidor

Negocio o Individuo Contra El Cual Se Está Quejando

Nombre		Nombre
Dirección		Dirección
Ciudad		Ciudad
Estado	Código Postal	Estado Código Postal
Tel. de casa ()	Tel. de trabajo ()	Tel. Del Negocio ()
Correo Electrónico de Ud.		Persona con quien Ud. trató:
Edad de Ud. <input type="checkbox"/> Menos de 19 años <input type="checkbox"/> 20-29 años <input type="checkbox"/> 30-39 años <input type="checkbox"/> 40-49 años <input type="checkbox"/> 50-59 <input type="checkbox"/> 60-64 años <input type="checkbox"/> 65 años o más		Dirección de Página Internet o correo electrónico

- Contacto Inicial entre Ud. y el negocio:
 - La persona vino a mi hogar
 - Yo fui al negocio
 - Yo recibí una llamada telefónica del negocio
 - Yo llamé al negocio por teléfono
 - Yo recibí información por correo
 - Yo respondí a un anuncio de radio/televisión
 - Yo respondí a una publicidad impresa
 - Yo respondí a una página Internet o a un mensaje por correo electrónico
 - Yo respondí a una publicidad en un idioma que no era inglés (¿En qué idioma?) _____
 - Otro _____
 - ¿Dónde se llevo a cabo la transacción?
 - En mi hogar
 - En el negocio
 - Por correo
 - Por teléfono
 - Por computadora
 - En una muestra profesional o en un hotel
 - Otro _____
 - Fecha(s) de la(s) transaccion(es)

 - ¿Firmó Ud. un contrato u otro documento?
 - Sí (por favor anexe una copia)
 - No
 - ¿Cuál fue la cantidad de pago que le pidió el negocio o individuo? _____
 - ¿Cuál fue la cantidad final que Ud. pagó? \$ _____
 - Efectivo
 - Tarjeta de Crédito
 - Préstamo
 - Cheque
 - Cargo a Cuenta Bancaria
 - Remesa (Wire Transfer)
 - Giro Postal
 - Cheque de Cajero
 - Tarjeta de Débito
- Fecha(s) de Pago: _____

7. ¿Antepuso Ud. una queja ante otra entidad o abogado privado? Sí No
Si Ud. ya se ha quejado, escriba el nombre y dirección de la entidad o abogado privado.

8. ¿Cuál acción llevó a cabo tal dependencia o abogado privado?

9. Por favor describa su queja detalladamente (anexe páginas adicionales si son necesarias).

10. ¿Se ha quejado Ud. ante el negocio? Sí No

Si Ud. ya se ha quejado con el negocio, ¿cuándo lo hizo? _____
¿Cuál fue la respuesta del negocio?

11. ¿Ha sido demandado usted debido a esta transacción?

La ley de Texas nos prohíbe darle a usted asesoría u opiniones legales, o de servir como su abogado particular. Para recibir asesoría legal, le recomendamos considerar ponerse en contacto con un abogado privado para discutir su caso.

Al firmar este formulario de queja, comprendo que la Procuraduría General no representa a ciudadanos privados para ayudarles a recibir un reembolso de dinero o remedios civiles. Comprendo que entablo esta queja solamente para propósitos informativos.

Las declaraciones aquí indicadas son verídicas y correctas, conforme mi mejor entendimiento.

Firma

Fecha

Envíe este formulario a la siguiente dirección:

Office of the Attorney General
P.O. Box 12548
Austin, Texas 78711-2548