



DISPUTES



Resolving Consumer Disputes

For Further Information

...HAY5HcfbYni YbYUgCZUWdfcj XygJbZfa Ujcb UbX JbZfa U'a YXUjcb lrc Wbg a YfgUbXVi gbyggg"-Znai Uj YUei Yghcb cf k UhhUggJlbWfYgc j Jb| UdfeVYa z d YUgYwbHMcbycZh Y7cbg a Yf FYgci fW7YbHfg JghXWYck"

...HAY5HcfbYni YbYU Jgdfe\ VjhXZca UMj| UgU dfj UYUhcfbYnicb UWa d Ujhb"-Znai f Wa d UjhbXa UbXg Ja a YXUj Y U UMjcbznai g'ci XWbgXYf dfj UY Y U UMjcb Jb Ga U 7Ua g7ci fhfbc UhcfbYnicb YWggJfni Jznai f WJa Jgi bXf~ (ZSS"-Znai f Wa d Ujhb|bj c j Yga cfy hUb~ (ZSSZnai g'ci XgY Udfj UYUhcfbYni Mei a J\h Ug: WbgXYf UVJfUjcb"

7CBG A 9F F9CCI F79 79BH9FG
C: : =79C: H- 9 5HCFB9M; 9B9F5@

K WgJh..... \hd. ##k k k "U" k U| c j #Wbg a Yf
GHhk JXY..... fl S\$E))% (*! *
..... fl S\$E, ' ' !' , (K 5 FYUrGfj JW
6Y Jb| \Ua fl * S\$E+ , !*%)
GYUhY..... fRS* E (* (!** , ()
Gdc_UbY..... fl S- E() *!' %&
HUWa U..... fR) ' L) - ' !& S()
JUbWi j Yf..... fl * S\$E+) - !&% S
@Ya cb @Uk..... fl S\$E) (% , , -
..... fRS* E) , +!(& S' Seattle

...7cbg a Yf JbY\ UgHdYXJbZfa Ujcb cb Ubi a Vf'cZwbJ g a Yf FYUHXJgg Yg"-b K Ug Jb| lrcb W`%, SS!))% (*! *"

...HAY5HcfbYni YbYUgCZUW\ UgUdc JMcZdfcj XJb| Yei U UWggJc Jhggyf JWg"-Znai bYXlc fYWj Yh Y JbZfa Ujcb Jb h JgVfcWi fyJb Ub UHfbUHZca Uz d YUgY W` fRS* E (* (!** , (" HAY YUfJb| Ja dUfYXa UhiW` % , SS!, ' ' !' , (GHhk JXY"



Dfcj JXXWi fhYgrcZ
FcVA WYbbUz
Attorney General of the
GHYcZK Ug Jb| lrcb

Hiring an Attorney

...Mei a Unh JfYUb UhcfbYni UbXU YU Uk g Jh U Ujbgih YVi gbygg Jb 8 Jgf JMc f Gi dYf cf 7ci fh"-b'a Ubrnd YgcZWbg a Yf dfch YWjcb Uk g Jhg Jznai k Jb h YWgYZh YWi fhWb Uk UFX nai a cbYnrc Wj Yf h Y\ Ufa XcbYVnrc Y cglb| dUfni HAYUa ci bhicZXLa U YgWb VYf Jd YXVni h Y' X J' Zi d lrc U Ja JhcZ' %&ZSS"-b UXXJhcbz nai Wb VYUk UFXXh YWgicZVf Jb| Jb| h Yg Jh fi f" [ZUhcfbYni gZ Yg Wi fhWgJ"

...-Znai Xc bch\ U YUb UhcfbYni UbXk Jg\ lrc Wbg JhcBYUci hVf Jb| Jb| U Uk g JzUg nai f Z JYbXg UbXZLa JmZcf fYWa a YbXUjcbg Gca Y Wi bhmUf Ugg VUjcbg grcbge f Uk nYf fYZffU dfc f lUa gUbXa UbrnWa a i b Jh Yg\ U Y ck ! Wgi Y U Wb J Wg Mei Wb WbHUMh YK Ug Jb| lrcb GHY 6U f 5ggc VUjcb fR %&S* !+&+!, &S+ / ' dfYgg +Lrc WYW Ub UhcfbYni g fYWF XZ f dUgi XJgVd JbUfni UMjcbg"

Take the Next Step

...ZbY chUjbl h fci [\ h Y7cbg a Yf FYgci fW 7YbHfg Xc Ygb DVf Jb| Uci h h YfYg Jg nai k Ubh cf nai WccgYbchrc i h JnYh Yf gYf JWgZnai gJ \ U Ycd Jhcbg Mei Wb Wbj JbW h Ych Yf dUfni lrc [c lrc UV JfUjcb k Jh nai " : cf a UHf gi bXf ~ (ZSSZnai Wb HU Ynai f Wa d Ujhbrc Ga U 7Ua g7ci fhfnci XcbDbYXU Uk nYf Zcf h Jg Mei a UnUgc Wbg Jhk Jh Ub UhcfbYni fY UFX Jb| ch Yf cdhcbg Uj U UY Jb nai f WgY"

Arbitration

...b UV JfUjcbznai f Wa d Ujhb Jg\ YUFXVni Ub Ja dUfJU h JfXdUfni k \ c Jgg Yg UXYWjcb UZMf \ YUf Jb| Vch gXyg I g U nZ Vch gXyg a i gh U fY Yrc dUfJU UHY Jb UV JfUjcb \ ck Y Yfz a UbrnWb fUMg bck g Jdi UY h U UbrnX Jgdi H Y Uf Jg Jb| ci hcZh YU fY Ya Ybia i gh VYfYgc j YX h fci [\ UV JfUjcb " Hnd J W nZ Jznai "cg Y Jb UV JfUjcbznai Wb bchVf Jb| U Uk g Jh Jb Wi fh c j Yf h Yg La Ya UHf"

...5fV JfUjcb \ YUf Jb| g UfYbch \ YX Jb Wi flfcca gUbXZfa U Y U dfeWXi fyg UfY bchZ `ck YX Mei a UnYf Ydf YgYb h X Vni Ub UhcfbYnrc Vi h Jh Jg bchb YWggJfni

...5b UV JfUhc f Jg X Y W Jcb Jg Y U n m Jb X Jb| UbX Wb VY Yb Zcf WXh Yg La Y U g U Wi fh i X J a Yb h 5fV JfUjcb Jgi g U n Z Jg Mza cf Y Wbj Yb Jb h UbX Ygg Wghn h Ub [c Jb| lrc 8 Jgf JMc f Gi dY Jcf Wi fh

Resolving your Complaint

Get Organized
...7 YUf n J Xb h Jznai f dfc VYa UbXk \ Uinai VY Jy Yk ci X VYU Z Jf g'ci i hcb " 6Y U g f Y U Jg J W U g d c g J V Y k \ Y b nai U F Y X W J J b | k \ U h g'ci X V Y X c b Y lrc W f f Y W h Y d f c V Y a " ; U h Y f U `nai f g d d c f h J b | X c W a Y b l g g W U g f Y W J d h g W b l f U M g z k U f f U b h Y g z f Y d U J f c f X Y g z U X g z d f c a c h c b U J h f U i f Y z W b W Y X W W g z U b X U W i b h i a V Y g "

Call or Write the Company
...HfniW Jb| Ufgr Jha UnYfYgc j YX Ja a YXUj Yn: c `ck li d k Jh U YHf UbX Yd U W d n i Mei f YHf g'ci X JbW XYnai f bLa Yz U X Y g g z U b X X U h J a Y d \ c b Y b i a V Y f " Hnd Y h Y YHf UbX Yd Jhrc cb Y d U Y " 6Y d Y U g U b h i h Ufa Jb lrc b Y GHU Ycb n h Y Ja d c f l U b h X Y U J g U b X k \ Uinai k Ubh Xcb Y " b W X Y W d J Y g c Z F Y Y U b h X c W a Y b l g z V i h Y d c f | | J b U g Z c f n a i f U Y g " - Z n a i d U J X V n i W Y X J h W f X z k f J h Y n a i f W Y X J h W f X W a d U b n k J h J b * \$ X U n g c Z d i f W U g Y U b X b c h J z n i h i h U n a i H Y X J g d i h J b | h Y W U f Y "

Consider a Settlement
...Znai f X Ya UbXg UfYbchZ `na Yznai a Unh k Jg lrc dfc d c g Y U Z J f g Y h Ya Yb h " Gca Y J a Y g U W a d f c a J g Y g'ci i hcb J g V Y H f h U b c e g'ci hcb U h U "

Seek Third Party Help
...Zh Y Wa d Ubrn cb Df Ygc j Yh Ya UHfz WbHUMh Y5HcfbYni YbYUg7cbg a Yf FYgci fW7YbHfgcf Ubch Yf JbZfa U'a YXUjcb Jgf JWZ J Yh Y6YHf Gi gbygg Gi fYU "

