



Texas Department of Licensing and Regulation
920 Colorado St.
Austin, Texas 78701
Phone: (800) 803-9202

FOR IMMEDIATE RELEASE

January 3, 2019

Tela Mange

Public Information Officer, Texas Department of Licensing and Regulation

512.463.3208

Texas consumers recoup more than \$240,000 from TDLR enforcement actions

AUSTIN – Texas consumers received more than \$240,000 during the 2018 fiscal year in restitution and refunds resulting from enforcement cases filed against Texas Department of Licensing and Regulation (TDLR) licensees.

The payments were made by TDLR licensees who had complaints filed against them by consumers who were either owed refunds or were overcharged for services.

“Most TDLR licensees are honest and forthright in their dealings with their customers. However, there are a few licensees who miss the mark. The focus of our agency is to protect all consumers and small businesses that operate in an ethical and lawful manner, and our goal in enforcement actions is to make the consumer whole,” said TDLR Executive Director Brian Francis.

The largest amount of restitutions and refunds were paid through the Service Contract Providers program.

Service contracts are often called extended warranties or service agreements and protection plans. A consumer who cancels an active service contract is entitled to a full or pro-rata refund of the service contract’s purchase price, minus any applicable cancellation fee or any claims paid under the service contract. Consumers who cancel and do not receive a refund can file a complaint with TDLR, which may be able to assist them in retrieving their refund.

The second largest segment of refunds -- \$47,095 – came out of the vehicle towing program. Most of those refunds resulted from illegal tows or when companies charged unnecessary or unapproved towing fees.

The Air Conditioning and Refrigeration Contractors and Electricians programs rounded out the top four largest payments in 2018. The payments were refunds made to consumers who had work performed by TDLR licensees, however the work was not done up to code.

The chart below includes restitution and refunds paid to consumers by licensees in 13 TDLR programs in Fiscal Year 2018.

Contact: Tela Mange | Public Information Officer | Texas Department of Licensing & Regulation
512-463-3208 | tela.mange@tdlr.texas.gov | media.inquiries@tdlr.texas.gov | www.tdlr.texas.gov
TDLR Customer Service | (512) 463-6599 | Toll-Free (in Texas) | (800) 803-9202 | Relay Texas-TDD: (800) 735-2989
Follow us on [Facebook](#), [Twitter](#) and [LinkedIn](#)



Texas Department of Licensing and Regulation
920 Colorado St.
Austin, Texas 78701
Phone: (800) 803-9202

Program	Total Amount of Restitution/Refunds Paid
Service Contract Providers	\$111,883.65
Towing	\$47,095.10
Air Conditioning and Refrigeration Contractors	\$36,837.09
Electricians	\$11,325.00
Vehicle Storage Facility	\$11,044.21
Water Well Drillers	\$9,252.00
Combative Sports	\$5,788.66
Auctioneers	\$2,520.00
Hearing Instrument Fitters and Dispensers	\$2,500.00
Midwives	\$1,330.00
Cosmetology	\$1,001.98
Massage Therapy	\$65.00
Barbers	\$30.00
Grand Total	\$240,672.69

About TDLR

TDLR provides regulatory oversight for a broad range of occupations, businesses, facilities, and equipment in Texas. The agency protects the health and safety of Texans by ensuring they are served by qualified, licensed professionals. Inspections of individuals, businesses, and equipment are done on a regular basis to safeguard the public. Currently, the agency regulates 39 business and occupational licensing programs with more than 800,000 licensees across the state.

Visit TDLR's [website](#) for more information and resources. You can search the [TDLR licensee database](#), and also find [past violations](#) in which a final order was issued against companies or individuals. TDLR's Customer Service line is available anytime between 7 a.m. until 6 p.m., Monday through Friday, at 1-800-803-9202. TDLR representatives are fluent in English, Spanish, Vietnamese, Korean and Chinese.

##