* Scammers are now targeting individuals through advertisements on Facebook and other social media platforms.

The Berkshire Consumer Services Program is implemented by Berkshire County Regional Housing Authority through the agency’s Housing and Consumer Education Center and is funded by and works in cooperation with the MA Attorney General’s Office to resolve complaints between consumers and businesses in Berkshire County.

* These advertisements are typically related to something you may have searched.
* You are not purchasing from the social media platform (i.e. Facebook, Twitter & Instagram) but a third-party company, at times based outside of the United States.
* Many victims experience very long waits for shipping, never receive the product, or the product quality is not as advertised. The websites are not maintained, and individuals often cannot get in touch with a live person for a refund.
* Carefully examine other customer reviews/comments, contact information for the vendor, and shipping/return policies.
* Remember: If it looks too good to be true, it most likely is too good to be true!

If you feel as though you may have been a victim of a possible scam, contact

 **Berkshire Consumer Services**

Do you have a **QUESTION** on a consumer issue or your **CONSUMER RIGHTS**? Need some

I**NFORMATION** or a **REFERRAL**? Are you looking for **COUNSELING** on a consumer issue or

problem? Do you have a **DISPUTE** with a business over a consumer issue?

 **(413) 344-4861**