

...by consumers, for consumers

RIP-OFF

Don't let them get away with it.
Make sure they make the Rip-off Report

a service of badbusinessbureau.com **Report.COM**

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Frequently Asked Questions (FAQ)

Technical Support

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I am having problems searching and filing reports. How do I make sure JavaScript is enabled in my browser and that my browser accepts cookies from Rip-off Report?

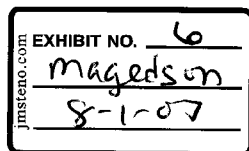
Some features of Rip-off Report, including advanced search and filing a report, require that your browser has JavaScript enabled and accepts cookies for Rip-off Report. Settings for common browsers for both [Windows](#) and [Macintosh](#) users are listed below:

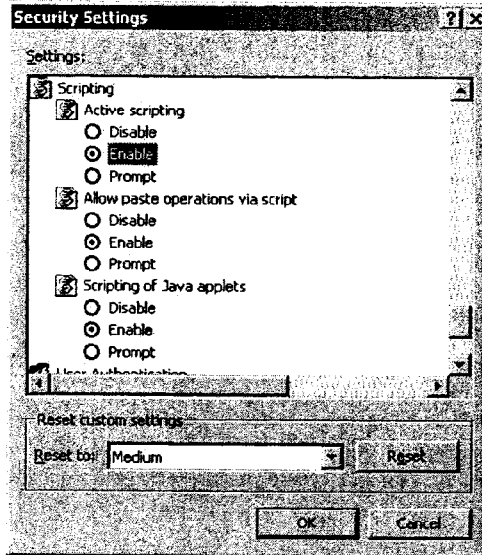
Windows

Internet Explorer 6

To enable JavaScript

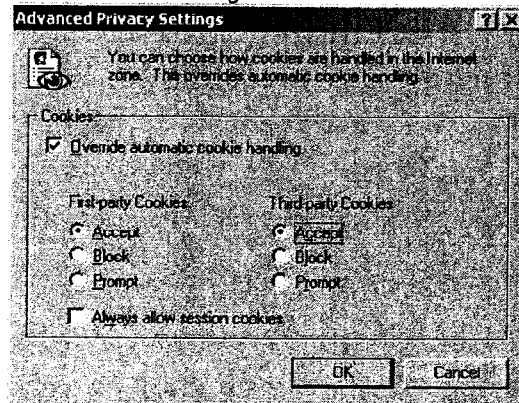
From the **Tools** menu select **Internet Options**.
Select the **Security** tab, and then select the **Custom Level** button.
Scroll down until you see **Scripting** options.
Make sure the **Enable** radio button under **Active scripting** is selected.
Click **OK** to save changes.





To enable Cookies

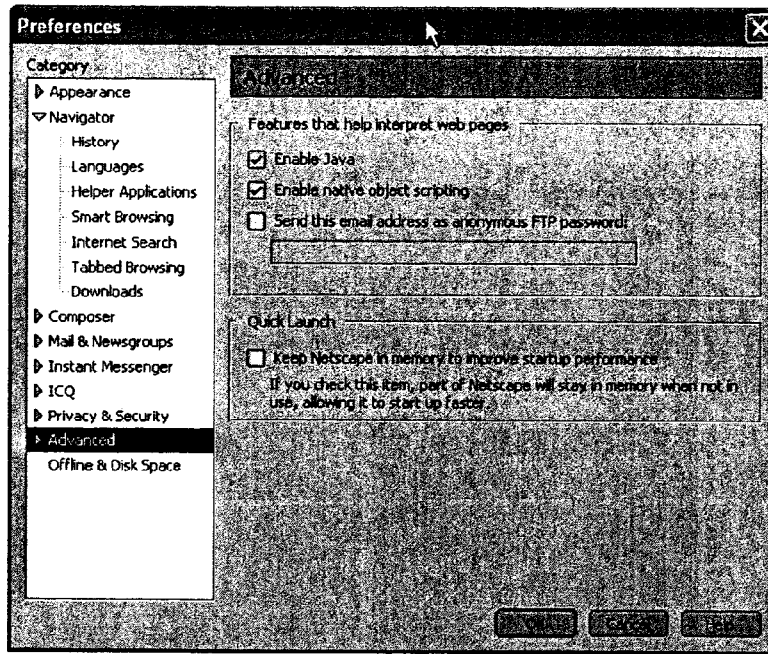
From the **Tools** menu select **Internet Options**.
Select the **Privacy** tab, and then click the **Advanced** button.
Click both the **Accept** radio buttons.
Click **OK** to save changes.



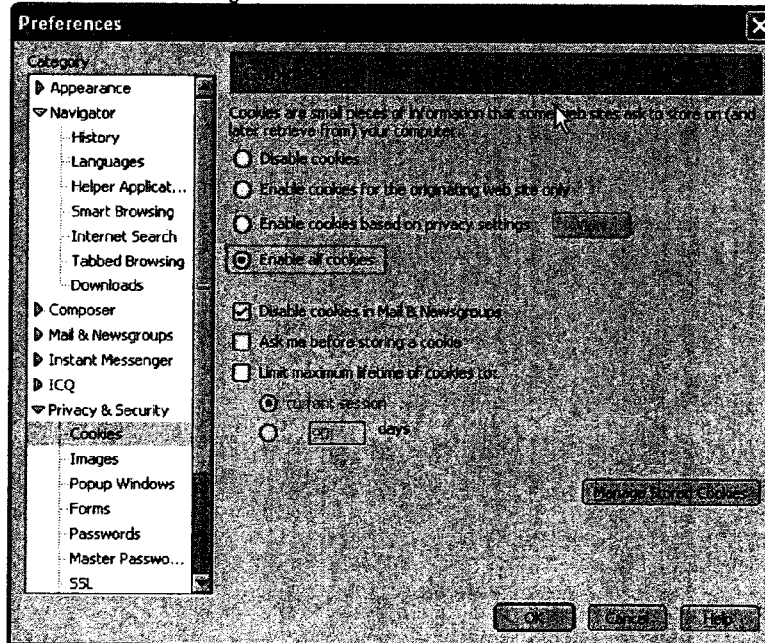
Netscape 7

To enable JavaScript

From the **Edit** menu select **Preferences**.
Click on **Advanced**.
Check the box next to both **Enable Java** and **Enable native object scripting**.
Click **OK** to save changes.



To enable Cookies
 From the **Edit** menu select **Preferences**.
 Expand the **Privacy & Security** menu.
 Select **Cookies**.
 Check the radio button for **Enable all cookies**.
 Click **OK** to save changes.



Netscape 6

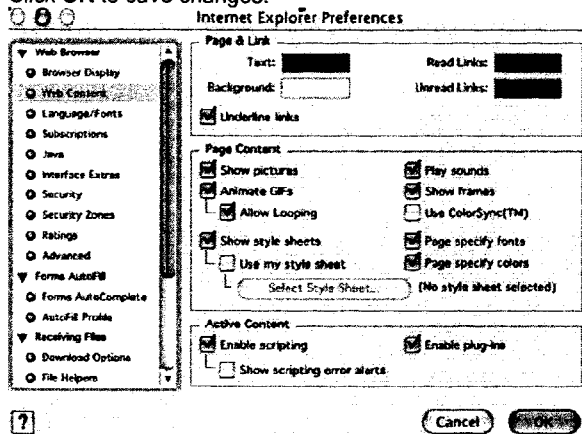
To enable JavaScript
 From the **Edit** menu select **Preferences**.
 Click on **Advanced**.
 Click in the checkbox next to **Enable JavaScript for Navigator**.
 Click **OK** to save changes.

To enable Cookies
 From the **Edit** menu select **Preferences**.
 Expand the **Privacy & Security** menu.
 Select **Cookies**.
 Check the radio button for **Enable all cookies**.
 Click **OK** to save changes.

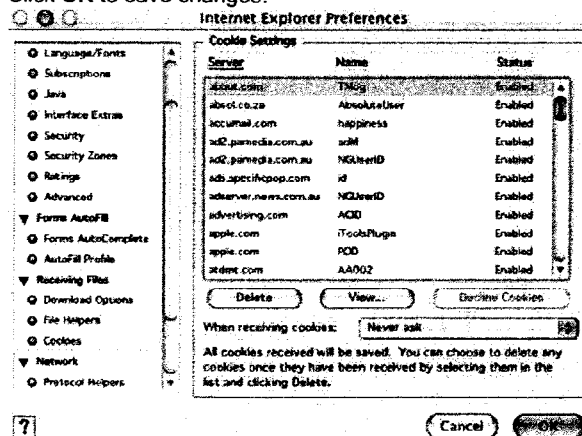
Macintosh

Internet Explorer 5

To enable JavaScript
 From the **Explorer** menu select **Preferences**.
 Expand the **Web Browser** menu and select **Web content**.
 Check the checkboxes for **Show style sheets** and **Enable scripting**.
 Click **OK** to save changes.



To enable Cookies
 From the **Explorer** menu select **Preferences**.
 Expand the **Receiving Files** menu and select **Cookies**.
 From the drop-down menu after **When receiving cookies** select **Never Ask**.
 Click **OK** to save changes.



Netscape 7

To enable JavaScript
 From the **Netscape** menu select **Preferences**.
 Expand the **Advanced** option.
 Select **Scripts & Plugins**.
 Under **Enable JavaScript** for click in the checkbox next to **Navigator**.
 Click **OK** to save changes.

To enable Cookies

From the **Netscape** menu select **Preferences**.
Expand the **Privacy & Security** menu.
Select **Cookies**.
Check the radio button for **Enable all cookies**.
Click **OK** to save changes.

After I login the Check Your E-mail page is displayed. How do I file a report?

Rip-off Report has updated its filing process to verify e-mail addresses for new and returning users. Login to <https://www.ripoffreport.com/login.asp> to update your account using login button located at the top of every page.

Once you login an e-mail message will be sent to you with a confirmation code. It may take 5-10 minutes for you to receive this e-mail. If you don't receive it check your Junk E-mail or Spam Quarantine folder.

Follow the link in the e-mail message or go to <http://www.ripoffreport.com/confirm.asp> and enter your e-mail address and confirmation code to activate your account and update your e-mail preferences. If you want to receive notifications when a rebuttal is filed make sure to check the boxes next to the "Notify me" options.

Why can't I login with my e-mail address and password?

If you are trying to login and receive the message "Incorrect Password" please use the Forgot your Password link http://www.ripoffreport.com/password_remind.asp to have your Account Information, including your password, sent your e-mail address.

Passwords in our system are case sensitive. Please make sure you type in your password the same way it appears in the Account Information Reminder e-mail message. If you entered your password in ALL UPPER CASE then you need to reenter it in upper case. The same is true for lower case.

You can change your password at any time by going to My Account, <https://www.ripoffreport.com/user.asp>.

Why won't the site accept my e-mail address when I am trying to register?

In order to register with Rip-off Report and file a report or rebuttal you must fill out all fields in **bold** and set a password that is greater than six characters. Register with Rip-off Report at <https://www.ripoffreport.com/user.asp>.

If the Register page is displayed again after you hit submit then a required field is not complete. The problem is most likely not with your e-mail address and the statement in italics on the form about a valid e-mail address being required is not an error message. Check for error messages in RED next to each field and follow the instructions. You may have to scroll down the page to review each field.

I can't access the link in the Complete Rip-off Report e-mail message to get to confirmation page. How do I complete my registration?

If you are unable to follow the confirmation link in the e-mail message copy and paste the following link into your browser: <https://www.ripoffreport.com/confirm.asp>.

Enter the e-mail address and confirmation code sent to you to activate your account.

How can I change my e-mail address?

If your e-mail address has changed, login to Rip-off Report using your old e-mail address and password. Then go to My Account, <https://www.ripoffreport.com/account.asp> and enter your new e-mail address. You will also be able to update other account information.

Once you update your e-mail address an e-mail message will be sent to you with a confirmation code. It may take 5-10 minutes for you to receive this e-mail. If you don't receive it check your Junk E-mail or Spam Quarantine folder.

Follow the link in the e-mail message or go to <https://www.ripoffreport.com/confirm.asp> and enter your e-mail address and confirmation code to activate your account and update your e-mail preferences.

I am trying to file a rebuttal to an existing report, why does the site asks me to register or login?

Rip-off Report has updated its registration process to verify e-mail addresses. If you have filed rebuttals in the past but have not filed an actual report you may need to register as a new user, <https://www.ripoffreport.com/user.asp>.

After I login the site takes me back to the registration page? How do I get out of this and file a report?

The site may display the Register/My Account page after you login if you have used Rip-off Report in the past. The My Account page should contain your account information. Please take a moment to make sure the information is accurate and click Update. After updating this information use the File button on the top of any page to file a report.

How do I submit an update to a report I filed?

Changes to your Rip-off Report can be made at any time by submitting an Update, <https://www.ripoffreport.com/displayedit.asp>. You must Login, <https://www.ripoffreport.com/login.asp>, to verify your identity. This will assure that you will be the only one submitting updates to your report. If your complaint is resolved or situations get even worse, you can always update your Rip-off Report with your new updated information. Reports can only be updated and not removed.

What is the Rip-off Report?

Rip-off Report is a service to the world's consumers. The Rip-off Report enables YOU the consumer to be armed with the opinions and comments of your fellow consumers. This report will help you exercise your first amendment right to freedom of speech. By using our forum, you will have an opportunity to speak out against companies, businesses, governments, and individuals that have treated you unfairly. The bad Business Bureau's ... **Rip-off Report** will help you do that! Once your report is posted, millions of fellow consumers worldwide will have access to your information!

How do I file a Rip-off Report?

A. Select the "File Your Rip-off Report" button.

1. Enter your e-mail address
2. Enter a password

This information is required so that you may come back at any time to add additional information to your report.

Once you give us the required information, you're ready to file your Report.

B. File your Report, which consists of 6 easy steps.

Your Rip-off Report consists of 5 main parts:

1. Give all the Company or Individual's vital information, names they go by, complete address, phone numbers, e-mail and web address.
2. Title your report using descriptive words, describing what they did to you.
3. Write your report in detail.
4. Categorize your report by selecting from our list of categories.
5. Add a link to your Report, which will link your report to all the other Rip-off Reports already filed on the same Company or Individual.
6. CLICK ON Submit your report, and your finished!

Your Rip-off Report will be available for the world to see as soon as you click on the submit button. This will also send it to our database, then your report is automatically submitted to all the search engines for other consumers to see!

How secure is my personal information?

VERY. All Rip-off reports are strictly confidential. We will not sell your e-mail address or any other information that you have given us. We simply use it to identify the complaint. At the most, we may e-mail you if we need additional information on your Rip-off Report.

Are Rip-off Reports ever censored?

No way! Rip-off Report™ does not provide or create any content in the reports or the titles. Rip-off Report may delete repetitive information in the title that may be caused mistakenly by mechanical entry, and Rip-off Report and will delete any profanity. So go ahead, speak your mind! We will not edit, censor, or manipulate your Rip-off Report in any way. We provide this service for you. We believe it is imperative that information listed on this site is unedited and straight from the source.

Can I update my Rip-off Report?

Certainly... Changes to your Rip-off Report can be made at any time by submitting an UPDATE. Your identity will be verified with your e-mail address and your password. This will assure that YOU will be the ONLY one submitting UPDATES to your report. If your complaint is resolved or situations get even worse, you can always UPDATE your Rip-off Report with your new updated information. Reports can only be updated and not removed.

What makes a good Rip-off Report?

The report should be relating an honest, factual, and impartial story. Make your statement as objective as possible.

Report both sides to the story. Saying, "Joe Schmo's company --ks" is neither informative, nor respectable. Reporting a false statement can get you sued.

Use any details such as names, times, places, tape recorded evidence (where legal), pictures, and witnesses statements, that will reveal the facts and support your Report. These items could be submitted to us to be made a part of your actual report...

How can my story be featured on the Home page?

Some stories will be picked for the front page. To be eligible, your story needs to be especially convincing. A clear photo, drawing or cartoon that's related to the RipOff subject is required by e-mail or snail-mail. After submitting your Rip-off Report, e-mail us what you have at frontpage@Rip-off Report.

How Does the Rip-off Report compare to the Better Business Bureau?

The "Better Business Bureau" is another avenue to make your voice heard and to seek possible satisfaction of your grievance. With the Better Business Bureau, a business that is the focus of a complaint merely has to respond to the complaint in order to "satisfy" it most of the time. You won't be told of past satisfied or unsatisfied complaints about a company. So if you check on a company that has "satisfied" all their complaints, they will tell you that, "they have a satisfactory rating". You will never know their track record!

The ~~bad~~ Business Bureau's Rip-off Report is a more consumer oriented forum for keeping track of "bad business". Unlike the Better Business Bureau, all of your unedited, uncensored, complaints can be made public to millions world wide. You can see the track record of a company's past. The "bad Business Bureau's" Rip-off Report is an important resource to keep you informed of those you deal with. Soon this sight will be **THE source of information** that "bad business" will want to avoid world wide.

How do I send photos to go with my Rip-off Report?

1. You need to scan your pictures and send them in a jpeg format
2. You need to tell us what sentence or paragraph to put the picture before or after.
3. You should also give us the caption that goes with it.
4. You can send us as many pictures as you want.
5. Send them 1 picture at a time by e-mail in the order of importance.
6. You must fill in the e-mail subject with the following information: **PHOTO for Report** (copy and paste the web address of your report)
7. Your photos need to be clear.
8. Email us at photos@ripoffreport.com or if you do not have the ability to produce a digital photo

you may mail them to us at:

badbusinessbureau.com
P.O. Box 310
Tempe, Arizona 85280

Legal Disclaimer

Thank you for visiting our Rip-off Report web site. By viewing this site you agree that you will not hold the Rip-off Report, the bad Business Bureau, or any of their owners, employees or entities responsible for any information contained herein. The Rip-off Report is a non-substantiated source of information. The information provided in the Rip-off Report is the sole creation of consumers from the general public. Please verify any claims that are made in this site, and make your own decisions about any companies and individuals listed within. Warning! The content within may be offensive, due to the unedited nature.

badbusinessbureau.com
Don't let them get away with it™.
Make sure they make the Rip-off Report!

We are not lawyers.
We are not a collection agency.

We are Mediators.
We are Consumer Advocates.
We are Civil and Human Rights Activists

We are a Nationwide Consumer Reporting News Agency
...by consumers, for consumers

badbusinessbureau.com

**DONATIONS may be sent to and
USA Victims and Volunteers respond to:**
PO Box 310, Tempe, Arizona 85280



United States FAX: 425-799-9729

e-mail us:
EDitor@badbusinessbureau.com

Remember. Don't let them get away with it™!
Make sure they make the Rip-off Report™.

Feel free to send us suggestions and comments
to our editorial staff.

Technical questions can be addressed to our
webmaster.

Best if viewed with Netscape 4, Internet Explorer
4, or AOL 4.0. Support for JavaScript is needed
to submit and search for reports.

Having trouble searching or filing a report? It
may be a browser problem. See our FAQ for
help.

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