

Wisconsin Better Business Bureau: Scam alert: Garage door repair scams

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Milwaukee, Wis. – Unfortunately, garage door repair scams are common and can leave homeowners to be taken advantage of. [BBB Scam Tracker](#) has numerous reports of unscrupulous emergency garage door repair companies who take advantage of homeowners needing repair services. These companies target homeowners by advertising their emergency repair services, then inflating the amount of work needed or the parts needed for repair.

Consumers don't expect to be overcharged for unnecessary parts. They often take advantage of urgent situations and prey on the homeowners' lack of knowledge of garage door parts and service costs. These companies can appear at the top of internet searches when homeowners search for emergency garage door repair. BBB provides warning signs and tips to help consumers avoid falling victim to garage door repair scams.

Warning signs of garage door repair scams:

1. **Business name:** Garage door scammers often use multiple names that are generic and unclear and not listed as a legally registered business with the state.
2. **No physical address:** Garage door scammers do not have a legitimate physical showroom or will use a fake address. Scammers may only provide a phone number or an email address and avoid giving you a verifiable location.
3. **Lack of identification:** Legitimate repair professionals typically wear uniforms, have identification, and drive company-branded vehicles. Be skeptical if the individual does not have proper identification or a marked

vehicle.

4. **Unrealistic low prices:** Many scams advertise a low fee for the service call, only to demand more money for additional “repairs.” If a quote seems too good to be true, it probably is.
5. **High-pressure sales tactics:** Scammers may use high-pressure tactics to convince you that your garage door requires immediate and costly repairs. They may insist that you should not wait, and they may demand payment upfront.
6. **Payment upfront:** Be cautious of any repair service that demands payment in full before any work is completed. Reputable companies will provide a detailed estimate and allow you to pay after the work is finished.

Tips to avoid garage door repair scams:

1. **Research the company:** Listen to the company’s name, ask for their address when they answer the phone, and compare it to their advertisement – does it match? Look up the company’s name and address online and add the words “Complaint,” “Review,” and/or “Scam” to see what others are saying. Check for reviews and ratings on reputable websites like [BBB.org](https://www.bbb.org). Read feedback from other customers to gauge their satisfaction with the service.
2. **Get multiple estimates:** Always get multiple quotes for repair work. This will help you understand the average cost of the repair and identify any outliers.
3. **Ask for credentials:** Request proof of insurance, licensing, qualifications, and identification from anyone visiting your home for repairs. A qualified technician should be able to explain the problem and solution clearly. Licensing requirements vary by location, so verify their credentials with your local authorities.
4. **Get everything in writing:** Before any work begins, make sure you have a written estimate that details the scope of work, materials, and costs. This can help protect you from unexpected charges.
5. **Take your time:** Don’t feel pressured to make a quick decision. Scammers thrive on urgency, so take your time to research, evaluate your options, and understand pricing.
6. **Trust your instincts:** If something doesn’t feel right or you’re uncomfortable with the technician or company, trust your instincts and consider seeking another option.

Remember that due diligence is key when hiring any service provider. Researching and choosing a [reputable garage door repair company](#) can save you money and

frustration in the long run. A reputable garage door repair company will prioritize your safety and provide transparent and fair pricing. Stay vigilant and informed to avoid falling victim to these scams.

For more information

If you encounter a garage door repair scam or suspect fraudulent activity, report it to your local authorities and [BBB Scam Tracker](#).

Whether you are looking to install a new garage door, repair a broken one, or secure the one you have, BBB is here to help. Search for a [BBB Accredited garage door repair company near you](#).

Visit [BBB's home HQ](#) for more tips and resources for homeowners.

See [BBB's home improvement HQ](#) and [home maintenance HQ](#) for help with your next home projects.

For more information or further inquiries, contact the Wisconsin BBB at www.bbb.org/wisconsin, 414-847-6000 or 1-800-273-1002. Consumers also can find more information about how to protect themselves from scams by following the Wisconsin BBB on [Facebook](#), [Twitter](#), [Instagram](#) and [YouTube](#).

ABOUT BBB: The Better Business Bureau has empowered people to find businesses, brands, and charities they can trust for more than 110 years. In 2024, people turned to BBB.org more than 220 million times for BBB Business Profiles on 5.5 million businesses, and 725,000 times for BBB charity reports on 12,000 local and national charities. The International Association of Better Business Bureaus is the umbrella organization for the local, independent BBBs in the United States and Canada.