



**FACTORY BUYS DIRECT.COM, INC.
GEORGIA DEPARTMENT OF LAW
CONSUMER PROTECTION DIVISION**

Please type or print legibly in black or blue ink.

- This Claim Form is for consumers who:
 - Attempted to return or exchange a product but, due to Factory Buys Directs' failure to comply with its stated return policy, were not able to complete the refund or exchange; *and*,
 - Have **not** received a full refund or exchange from Factory Buys Direct and/or a third-party relating to items(s) attempted to return or exchange.
- Eligible consumers should fill out this Claim Form *completely*. Failure to provide all of the information requested will not necessarily result in the denial of your claim; it could, however, delay consideration of your claim while we request additional information from you, or it could impact your ability to demonstrate your loss and/or recover restitution. Questions should be directed to Investigator Mike Hummill by email only to mhummill@law.ga.gov.
- **Records Requested.** Return this Claim Form with copies (*no originals, please*) of:
 1. Documents, such as receipts, that demonstrate you were charged for and paid for products, the date(s) of the charge(s) and payment(s), and, the amount of the charge(s) and payment(s).
 2. Documents and/or correspondence that demonstrate you attempted to return or exchange item(s) and were unable to do so due to Factory Buys Directs' failure to comply with its return policy.

In some cases, the Consumer Protection Division ("CPD") may need to request additional documentation from you. If you do not have any of these documents to submit, submit your Claim Form anyway and provide a detailed explanation of the events. Your lack of documentation does not necessarily mean that your claim will be denied.

- Keep a copy of your completed Claim Form and any submitted attachments for your records.
- Submit your completed Claim Form and any documentation by mail, overnight delivery, fax or hand-delivery. ***You may not submit the Claim Form by email!***

Mailed, overnighted and hand-delivered Claim Forms (including documentation) should be submitted to:

Georgia Department of Law - Consumer Protection Division
ATTN: Factory Buys Direct Restitution
2 Martin Luther King Jr. Drive SE, Suite 356
Atlanta, Georgia 30334-9077

Faxed Claim Forms (including documentation) should be faxed to 404-651-9018.

The Claim Form must be postmarked or faxed no later than 5:00 p.m. EST on February 10, 2019.

- Please be aware that restitution will be drawn from funds held in a Trust Account. If the amount claimed by consumers exceeds the amount in the Trust Account, the funds will be distributed pro rata. This means that while you may be eligible for restitution, you may not receive the full amount requested.
- You will receive a response from CPD no later than April 11, 2019. While we will distribute funds from the Trust Account to eligible consumers as quickly as possible, please note it is a time-consuming process to evaluate and verify each claim submitted. Your patience is appreciated.

FACTORY BUYS DIRECT CLAIM FORM

Consumer Name: _____
First Middle Initial Last

Consumer's Social Security Number (Required): _____ - _____ - _____

Mailing Address (Required): _____

City: _____ State _____ Zip _____

Phone: (_____) _____ (Day) (_____) _____ (Night)

Email: _____

Did you file a complaint about Factory Buys Direct with the Consumer Protection Division ("CPD")? Yes No

If Yes, list the file number (if known) _____

Description of the product and/or service for which you were charged: _____

Amount of Payment: \$ _____

Date of Payment : ____/____/____

Total amount you claim you are owed as reimbursement: _____

Have you received a refund, account credit, or other payment from FBD, a third-party provider, your credit card company, or from any other source related to the product or service you have identified on this claim form? Yes No

If you answered "YES," please explain and identify any amounts you were refunded and the source of the refund:

Please provide a brief explanation of your claim, including why you were unable to complete the refund or exchange, and how you determined the monetary amount you are claiming. Your claimed amount will be subject to verification, and a CPD representative may need to obtain clarifying information.

Have you attached Documents to substantiate your Claim? Yes No

Have you been or are you currently a party to any legal action against Factory Buys Direct? Yes No

I declare, under penalty of perjury under the laws of the State of Georgia, that the information contained in this claim is true and accurate, and that any documents attached are true and accurate copies of the originals. I understand that my claim and the related documents will become a "public record" under state law, and thus can be subject to a public records disclosure request and/or be seen by other people.

Signature Date City and State where signed

Your submission must be postmarked or faxed no later than 5:00 p.m. EST on February 10, 2019. Return to the Department of Law, Consumer Protection Division to address or fax number on instruction sheet.