

**VIRGINIA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES  
OFFICE OF CONSUMER AFFAIRS**

PO Box 1163 • Richmond, VA 23218

Consumer Protection Hotline (800) 552-9963 or (804) 786-2042 • Fax: (804) 225-2666 • [www.vdacs.virginia.gov](http://www.vdacs.virginia.gov)

(Revised 08/11)

**PRICE GOUGING COMPLAINT FORM**

**Notice of confidentiality**

Pursuant to Section 59.1-528, Code of Virginia, this complaint form and all related attachments, notes and information are exempt from public disclosure and shall remain confidential. Closed complaints will stay in our files for three years from the date of closure and will then be destroyed.

**The Virginia Post-Disaster Anti-Price Gouging Act**

- The Anti-Price Gouging Act prohibits a “supplier” from charging unconscionable prices for “necessary goods and services” within the affected area during the thirty (30) day period following a declared state of emergency.
- The term “necessary goods and services” includes those goods or services for which demand does, or is likely to, increase as a result of the disaster. Potential examples include, but are not limited to, water, ice, food, generators, batteries, home repair materials and services, and tree removal services.
- The basic test for determining if a price is unconscionable is whether the post-disaster price charged by a “supplier” for a “necessary good or service” grossly exceeds the price charged for the same or similar goods or services either by the same supplier, or within the same trade area, during the ten (10) days immediately prior to the disaster.
- Violations of the Anti-Price Gouging Act are enforceable through the Virginia Consumer Protection Act. However, enforcement and legal actions can only be brought by an authorized government agency. Individuals cannot sue other individuals or businesses under the Anti-Price Gouging Act.

**Important information**

- Please make sure to include **COPIES** of supporting documents such as contracts, invoices, receipts, etc. Do **NOT** include originals. If you have available, please include copies of photographs to substantiate any claims relating to home repair and/or tree removal services.
- We do **NOT** need your Social Security Number or any other personal financial information not specifically related to your complaint. Please mark out/delete this information from any documents that you wish to attach to this form.
- For additional information, please call the Consumer Protection Hotline at (800) 552-9963 or (804) 786-2042 if calling from the Richmond area or from outside Virginia. Our business hours are 8:15 a.m. to 5:00 p.m., Monday through Friday.

**Local office of consumer affairs**

- **Fairfax County** has its own locally operated office of consumer affairs. If your complaint resulted from a transaction in that locality, please contact the office directly.

***Fairfax County Department of Telecommunications and Consumer Services***

12000 Government Center Parkway, Suite 433, Fairfax, VA 22035. (703) 222-8435



