



DEPARTMENT OF THE ATTORNEY GENERAL

**News Release**

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For Immediate Release: October 20, 2011

News Release 2011-22

**DOOR-TO-DOOR SOLICITATION BY DYNASTY SALES - TIPS FOR DEALING WITH  
DOOR-TO-DOOR SALES CAMPAIGNS**

HONOLULU – A licensed children’s hospital in the State of Washington has notified the Hawaii Attorney General’s office that Hawaii residents may be exposed to a door-to-door sales campaign by an organization known as “Dynasty Sales” or Dynasty Sales, LLC. Dynasty Sales is headquartered in Phoenix, Arizona.

Dynasty Sales allegedly deploys teams of between 20-30 young adults who travel state to state in caravans and sell magazines, books and DVD’s door-to-door, representing that the proceeds of the sales will benefit “Children’s Hospitals” or a local children’s hospital.

In 2001, a restraining order was issued against Dynasty Sales by the King County Superior Court, State of Washington. The restraining order was sought by the Seattle Children’s Hospital after Dynasty Sales’ door-to-door salesmen represented that proceeds from the sales would benefit sick children at Seattle Children’s Hospital.

Dynasty Sales is not registered as either a charitable organization or a professional solicitor under Hawaii’s charitable solicitation and registration law. The Attorney General recommends that consumers should exercise caution before purchasing products from Dynasty Sales.

Better Business Bureau (BBB) offices located in Arizona have given Dynasty Sales an “F” rating. Factors that lowered the Better Business Bureau of Arizona’s rating for Dynasty Sales, LLC include:

- BBB does not have sufficient information to determine how long this business has been operating
- 57 complaints filed against this business
- 2 complaints filed against this business that were not resolved

- Length of time business has taken to resolve complaint(s)

The Attorney General has also been advised by the Better Business Bureau of Hawaii that a firm calling itself Pacific Coast Cleaning Services has been selling magazines door-to-door on Maui, stating to Maui residents that the proceeds would benefit a local hospital.

The Better Business Bureau generally provides the following “tips” for responding to door-to-door sales campaigns:

**Listen carefully and be aware of high pressure sales tactics.** Some unscrupulous door-to-door sellers will put pressure on you to close the deal at that moment, and even make special offers to entice you. Listen to their tone. Are they increasing in volume as they speak to you? Are they ignoring you despite saying you are not interested? Find a way to end the conversation quickly to avoid long, drawn-out pressure sales pitches.

**Stand strong.** Do not invite unsolicited salespeople into your home. If you do allow a salesperson inside and decide during the presentation that you are not interested in making a purchase, simply ask him or her to leave. If the salesperson refuses to leave, threaten to call the police, and follow through if they don't leave immediately.

**Verify the individual and the company.** If you are interested in buying from a door-to-door seller, get everything in writing including price, warranty and all conditions. Tell the salesperson you will check it out and get back to him or her. Ask for a business card and contact information. Look the company up yourself and check to verify that this person is an employee. Also, take the time to check out the company's BBB Business Review at [www.bbb.org](http://www.bbb.org).

**Know your rights.** The Federal Trade Commission's Three-Day Cooling-Off Rule gives the customer three days to cancel purchases over \$25 that are made in their home or at a location that is not the seller's permanent place of business. Along with a receipt, salespeople should also include a completed cancellation form that customers can send to the company to cancel the agreement. By law, the company must give customers a refund within 10 days of receiving the cancellation notice.

Victims of fraudulent door-to-door sales can file a complaint with their Better Business Bureau at [www.bbb.org](http://www.bbb.org) or 1-800-388-2222, local law enforcement, and your state Attorney General's office.

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