

Consumer Protection Alert

Service Alberta, Consumer Investigations Unit



Licence suspension – Alberta Wide

Business of Interest

Name: Nulife Quality Care Ltd. | Alberta Home & Water Solutions Inc.

Affiliated Businesses: Canadian Home Improvement Credit Corporation



Details:

The Consumer Investigations Unit is warning Albertans that Nulife Quality Care Ltd., which also operated as Alberta Home & Water Solutions Inc., is currently not permitted to engage in direct selling activities in Alberta. Its licence has been suspended until it comes into compliance with licensing and operational requirements of Alberta's consumer protection laws.

Nulife Quality Care Ltd. is affiliated with Canadian Home Improvement Credit Corporation (CHICC). Albertans were [warned](#) in Aug 2019 about CHICC's unlicensed activities. This business remains unlicensed to operate in Alberta.

Consumer Tips / Instructions:

[Companies selling direct to consumers in their homes must be licensed by Service Alberta](#)

Before allowing someone in your home:

- Ask for official ID and get answers to all of your questions.
- Be vigilant of offers to test the water, air quality or equipment in your home.
 - » These 'tests' always conclude you need water/air purification systems or your equipment is at the end of its lifespan and should be replaced.
 - » This is a common tactics used by dishonest salespeople to trick consumers into buying products or signing contracts for services.

- Verify the information with official sources (e.g., the municipality or your utility provider) before making final decisions about purchasing products such as water filtration systems.
- Beware of hidden financing terms and conditions in any agreement.
- Before you sign any contracts, make sure the information provided to you by the salesperson matches the information written in the contract.
 - » If you finalize a purchase in your home – such as agreeing to buy a water filtration system – you have 10 days to cancel that purchase.
- And, remember – if the offer sounds too good to be true, it probably is.

[Read more tips about dealing with door-to-door sales.](#)

If you suspect unlicensed business activities, or have an incident to report, call the Consumer Contact Centre at 1-877-427-4088.

Consumer Investigations Unit

3rd Floor, Commerce Place, 10155-102 Street, Edmonton AB T5J4L4

Suite 301, 7015 Macleod Trail SW, Calgary AB T2H2K6

3rd Floor, Provincial Building, 9621-96 Avenue, Peace River AB T8S1T4

