

Consumer Protection Alert



Service Alberta, Consumer Investigations Unit

Unlicensed Direct Seller – Alberta Wide

Business of Interest

Name: Canadian Home Improvement Credit Corporation

Affiliated Businesses: Nulife Quality care Ltd. | Alberta Home & Water Solutions Inc.

Details:

The Consumer Investigations Unit is warning Albertans about an unlicensed business – Canadian Home Improvement Credit Corporation (CHICC) – whose representatives have been attending consumers' homes and offering to test the quality of tap water. Once inside consumers' homes, the representatives solicited, negotiated and concluded rental agreements for the installation and long-term use of home water filtration systems. Financing of those contracts was provided by CHICC.

Service Alberta has ordered the CHICC and to any employee, representative, or agent of CHICC to immediately cease engaging in direct selling activities until an appropriate business licence has been obtained.

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 unscrupulous 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

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