

# How to Spot a Garage Door Scam

*By Roy Bardowell, CDDC*

Like most industries, there are the good and the not so good players. In the garage door industry, we have affectionately named these players the Good George's or the Bad Bob's. Thankfully, we have more Good George's than Bad Bob's.



Dishonest company's place ads that target those who need emergency services, like an immobile garage door or broken spring. Many times, these are simple repairs. Once Bad Bob is in your garage, he will compose a bill with many unneeded parts and overcharges for repairs.

A Good George will give you an idea of what's required over the phone, with an honest estimate of possible charges. This goes for all services: HVAC, Plumbers, Painters, Roofers, Electricians and Auto Repairman. I assume there are good Georges and Bad Bobs in every field. It's always a good idea to check

the service company is licensed, insured, and bonded.

A good rule of thumb, to protect your wallet, is to use a company that is an IDA (International Door Association) member. Those who are IDA members are required to follow a code of conduct, and in my opinion are more trustworthy.

Sometimes you can get good recommendation from a family member, or local apps like nextstore.com where neighbors can give you real time suggestions based on personal experience. Some good resources I have used to check the reputation of a company include Yelp, Angie's list, ripoffreport.com, Facebook and Google reviews. Twenty years ago, the BBB was your only choice. Now there a multitude of sites that offer nonbiased customer reviews.



My son, who owns Luxor door in Huntington Beach, CA., has followed in my footsteps by providing excellent service and transparent pricing. Having earned over one hundred 5-star reviews from real customers, it is one of

the best service companies in Southern California. Unfortunately, with clever marketing tactics and unclear estimates it is difficult to know who the good guy is. Garage door scammers prey on the homeowner's lack of knowledge of garage door part and service costs. If you don't do some research on your own, you can choose the wrong service company and pay hundreds of dollars in unnecessary repairs.



Some Red Flags to Look For:

1. Generic greetings like “Garage doors, how can I help you” is usually a tell-tale sign of a Bad Bob. Check for a real person to answer your call by stating the company name. By not stating a company or his name, you have no idea who you are connecting with.
2. Garage door scammers often do not have a physical showroom or an office location. Search [Google Maps](#) for the address on their website ensure it yields a legitimate business location.
3. Another red flag is much more obvious. The technician hands you a quote that includes several other repairs, unrelated to the initial issue, and the cost has gone from a few hundred to over a thousand.

I'm a little old-fashioned guy, if I call a company and get a voicemail, I move onto the next company. If answering your business phone is not a top priority, I will NOT consider you are a serious player. If my son is away from his office, he forwards his calls to his cell phone. When visiting me in Arizona, he takes every call. Every single call. That's how you can spot a person who is serious about his business. Yelp states “this company (Luxor Door) responds in less than 15 minutes and has a 100% response rating. Honest, solid, swift work is everything you can expect from Luxor Door.

When choosing a garage door company, arm yourself with information. Having an idea of what some basic garage door repairs go for, can keep you from being scammed. Before booking the appointment, check out the company's reputation on verifiable resources mentioned above. Most importantly pay attention to the red flags or anything that makes you feel uneasy. Don't be pressured into high ticket repairs, if nothing else pay the call out fee and find a different garage door company.



*Roy Bardowell, CDDC, served as Operations Manager at Guardian Access & Door Hardware until 2014. He has been in the door and operator industry since 1973 and is known as one of the industry's most experienced operator technicians and trainers. Roy received the IDEA Commitment to Excellence award in 2008 and IDA's Jerry R. Reynolds Volunteer Service Award in 2017. Contact him at roythedoorman@gmail.com*