



*City of Arts & Innovation*

# PRESS RELEASE

**Police Department**  
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## FOR IMMEDIATE RELEASE

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### SECURITY ALARM SALES ADVISORY

RIVERSIDE, CA – The Riverside Police Department has received several reports recently regarding door-to-door salespeople selling alarm security systems and/or alarm system upgrades.

The Riverside Police Department would like to offer the following tips to consider for your alarm security system:

- Make sure the sales person is properly registered. All alarm salespersons, alarm companies and alarm installers doing business in California must be registered by the Bureau of Security and Investigative Services. If you are in doubt whether the company is properly registered just ask to see their registration card. You can verify the registration by going to the Bureau's website at <http://www.bsis.ca.gov/>.
- Some door to door companies may pose as your existing alarm company or say they have taken over your alarm company. Your existing alarm company will not send someone out to your house to work on your alarm system unannounced, unsolicited or unscheduled. Ask to see their specific company credentials.



- Make sure you read the contract carefully. "Free" systems usually make up their money by factoring in the costs in the monthly monitoring charges. Take time to read the contract and make sure that any promises made by the salesperson are clearly visible in the contract.
- If you have an existing alarm make sure your contract period has expired before entering into another contract. You may end up responsible for two contracts. Alarm contract periods can be anywhere between one and five years.
- Know the company that will be monitoring your system. Ask if your alarm company will be the same as the monitoring company. If not, make sure you obtain the name, address, and phone number of your monitoring company in addition to that of your alarm company.
- Don't feel pressured into buying a system you don't need or want. Review everything being offered and if possible compare features with other alarm systems. In the state of California you have three days to cancel a signed alarm contract.
- If you are a renter or plan on moving make sure you find out what happens to your contract after you move.
- Make sure you have proper contact information. Always document when you spoke to someone and get their name. Before the sales person leaves make sure you understand who you will contact for further assistance.
- For consumer information regarding alarms visit the False Alarm Reduction Association site at [alarmuser.org](http://alarmuser.org).

In the city of Riverside, all alarm security systems are required to be registered and have a permit with the Riverside Police Department. You may download and print a copy of an Alarm Permit Application at [www.rpdonline.org/alarms](http://www.rpdonline.org/alarms) ; or contact the Riverside Police Department Alarm Enforcement Unit at 951-826-5600.

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