



Better Business Bureau®

In Ottawa, ON Serving Eastern and Northern Ontario and the Outaouais

BBB BUSINESS REVIEW

THIS BUSINESS IS NOT BBB ACCREDITED

Weed Man

Phone: (613) 746-0883

Fax: (613) 746-9176
2675 Blackwell Street, Unit 6, Ottawa, ON K1B 4E4

F

On a scale of A+ to F
Reason for Rating
BBB Ratings System Overview

BBB Accreditation

Weed Man is not BBB Accredited.

Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

To be accredited by BBB, a business must apply for accreditation and BBB must determine that the business meets BBB accreditation standards, which include a commitment to make a good faith effort to resolve any consumer complaints. BBB Accredited Businesses must pay a fee for accreditation review/monitoring and for support of BBB services to the public.

Reason for Rating

BBB rating is based on 16 factors. Get the details about the factors considered.

Factors that lowered Weed Man's rating include:

- 276 complaints filed against business
- 94 complaints filed against business that were not resolved.
- Overall complaint history with BBB.
- Length of time business has taken to resolve complaint(s).
- Business has failed to resolve underlying cause(s) of a pattern of complaints.
- BBB does not have sufficient information to determine size of business. BBB evaluation of business is based on rating formula's smallest size classification.

Customer Complaints Summary

[Read complaint details](#)

276 complaints closed with BBB in last 3 years | 93 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising / Sales Issues	8
Billing / Collection Issues	8
Problems with Product / Service	260
Delivery Issues	0
Guarantee / Warranty Issues	0

Total Closed Complaints	276
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Government Actions

BBB knows of no significant government actions involving Weed Man.

What government actions does BBB report on?

Advertising Review

BBB has nothing to report concerning Weed Man's advertising at this time.

What is BBB Advertising Review?

Additional Information

The BBB would like to advise that many consumers have complained about the sales and billing practices of this company, namely having provided a service that consumers have not requested, have not signed a contract for and/or continuing to provide the service in spite of consumers cancelling the service, and in most instances, billing them for these services. Consumers have informed the BBB that regardless of many phone calls to the company requesting that the service be discontinued, the company has serviced the lawn when consumers are not present, or without a signed contract, and has continued to invoice the customer or has forwarded their account to a collection agency.

The BBB advises consumers that they should be aware of the negative option billing practice which is a business practice in which goods or services are provided automatically, and the customer must either pay for the service or specifically decline it in advance of billing. Negative billing option is not illegal, but it can lead to problems if buyers do not fully understand the terms, or sellers do not accept a consumer's decision to decline a product.

The Consumer Protection Act, 2002 prohibits these practices and offers remedies when they happen.

BBB file opened: 01/04/1997
 Business started: 01/11/1993

Contact Information

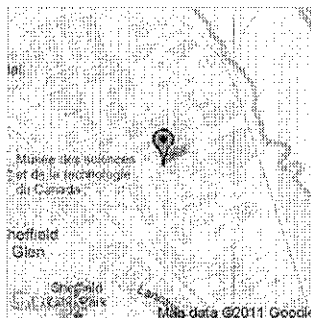
Primary Contact: Mr. Roger Mongeon (President)

Business Category

Lawn Maintenance

Alternate Business Names

1041365 Ontario Inc



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WEED MAN OTTAWA (AS OF FEBRUARY 3, 2012)

<http://www.bbb.org/ottawa/business-reviews/lawn-maintenance/weed-man-in-ottawa-on-11883>



Search For: Business Name, Type [e.g., "Plumbers"], URL, Phone In: (City and State or Postal Code) BBB Accredited

Ottawa, ON Serving Eastern and Northern Ontario and the Outaouais BBB > Business Directory > Lawn Maintenance > Weed Man

- Select Language -
Text Size

BBB BUSINESS REVIEW

Overview Complaints Directions

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QUICK LINKS

[File A Complaint](#)

ASSOCIATED SEARCHES

Still searching? Find more businesses offering similar services.

FEEDBACK

RECOMMEND

Would you recommend this review to others?

Please Select:

Reason for Rating

BBB rating is based on 16 factors. [Get the details about the factors considered.](#)

Factors that *lowered* Weed Man's rating include:

- > 278 complaints filed against business
- > Length of time business has taken to resolve complaint(s).

Factors that *raised* Weed Man's rating include:

- > Length of time business has been operating.
- > Response to 278 complaint(s) filed against business.
- > Resolution of complaint(s) filed against business.
- > BBB has sufficient background information on this business.

Customer Complaints Summary

278 complaints closed with BBB in last 3 years | 68 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising / Sales Issues	8
Billing / Collection Issues	8
Problems with Product / Service	262
Delivery Issues	0
Guarantee / Warranty Issues	0
Total Closed Complaints	278

[Complaint Details](#) | [Definitions](#) | [BBB Complaint Process](#) | [File a Complaint](#)