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Broward County Consumer Bill of Rights

On August 16, 2016, the Board of County Commissioners of Broward County amended Chapter 20 of the Broward County Code of Ordinances, which contains regulations pertaining to the towing and immobilization of vehicles. A [copy of the Ordinance](#), further delineating the vehicle owner's rights, is available from Broward County's Environmental and Consumer Protection Division at Broward.org/Consumer.

Pursuant to Sec. 20-176.20 of the Broward County Code of Ordinances, persons who provide non-consent towing services shall, upon payment for recovery of a towed vehicle, provide the vehicle owner a Consumer Bill of Rights, which delineates the vehicle owner's rights. The vehicle owner shall be asked to sign proof of delivery of the Consumer Bill of Rights at the time of payment.

Your car was towed without your consent. Pursuant to the above referenced Ordinance, you are afforded the following rights:

1. To retrieve your vehicle upon payment by cash, credit card, or debit card. If payment is made in cash, change shall be provided to the closest whole dollar. If payment is made by credit card, a credit card fee in an amount of 3% which has been established by resolution of the Board may be charged to the vehicle owner in addition to the other fees authorized by resolution of the Board. If a vehicle owner seeks to pay by credit card or debit card and the licensee's credit card or debit card machine is not working or is otherwise unavailable for any reason, the licensee must manually call in for credit card or debit card approval or use an alternate credit card or debit card processing method. If the licensee is unable to process the credit card or debit card payment after following such procedures, the licensee must release the vehicle to the vehicle owner without payment and seek payment from the vehicle owner once the credit card or debit card machine begins working again or otherwise becomes available. The foregoing provision requiring the release of a vehicle to a vehicle owner for failure to process a credit card or debit card does not apply when the Governor declares a state of emergency and the licensee does not have power at its place of business, but, nonetheless, the licensee may not charge the vehicle owner a storage fee for the time between when the vehicle owner first seeks retrieval of his or her vehicle by payment by credit card or debit card and when the licensee notifies the vehicle owner, in writing, that the credit card or debit card machine is working again or has otherwise become available. You are not required to furnish more than one (1) form of government-issued picture identification when payment is made by credit card, and the government-issued identification shall constitute sufficient identity verification.

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2. To not be charged for the service if you arrived at the scene prior to the service being completed, except when:
 - a. You refused or were unable to remove the vehicle;
 - b. A complete mechanical connection existed between your vehicle and the towing apparatus, and you refused to pay a reasonable service fee of not more than one-half ($\frac{1}{2}$) of the posted rate for such service in the manner specified in Section 20-176.19(b)(2); or
 - c. The tow was directed by a police officer or government agency to complete the service.
3. To receive a copy of the invoice or manifest upon payment for the return of the vehicle.
4. To be charged for just one of the services if your vehicle was immobilized and then towed from the same location where originally immobilized.
5. To have your vehicle towed directly to the towing company's storage site unless otherwise directed by a police officer.
6. To retrieve your vehicle from the storage site at any hour and on any day, subject to the following:
 - a. If the storage site was open, the vehicle should have been released to you immediately upon payment.
 - b. If the storage site was closed, the operator should have returned to the site within one (1) hour to release your vehicle upon payment unless the tow was performed by or at the direction of police officers for accident or criminal investigation purposes or resulted from an arrest of the vehicle owner or driver. Notably, the place of business should be open to the public, shall maintain a telephone communication system to answer telephone calls twenty-four (24) hours per day, and shall have office space with at least one (1) natural person on duty from 8:00 a.m. through 6:00 p.m., Monday through Friday. The office may be closed only to observe holidays observed by Broward County government. When closed, the office shall prominently post a sign indicating a telephone number where the operator of the site may always be reached.
7. To request and review a complete [schedule of rates](#) for services provided (available at Broward.org/consumer under Towing).
8. To receive the following information via telephone prior to arriving at the storage site:
 - a. Description of every document or other item that must be produced to retrieve the vehicle.
 - b. The exact charges as of the time of the telephone call and the rate at which charges accumulate after the call.
 - c. The acceptable methods of payment.
 - d. The hours and days the storage area is open for regular business.
9. To inspect the towed vehicle immediately upon your arrival at the storage site and before payment of any charges. You shall be permitted to remove from the vehicle any and all personal possessions inside, but not affixed to, the vehicle, including, but not limited to, radios and telephones. The person working at the site shall assist you in doing so.
10. To retrieve your vehicle without signing a release or waiver of any kind.
11. To be treated in a professional manner.

**IF YOU HAVE A COMPLAINT ABOUT THE WAY SERVICES WERE PROVIDED, YOU
MAY CALL THE BROWARD COUNTY ENVIRONMENTAL AND CONSUMER
PROTECTION DIVISION AT 954-765-1700.**