

## **My BBB Accreditation Works for ME!**

Why do BBB Accredited Businesses STAY Accredited? Check out what this BBB Accredited Business has to say about it...



**Harp Enterprises President Roger Baird and  
Chief Executive Officer Peggy Harp**

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### ***BBB Accredited since March 1996***

"Harp Enterprises, Inc. has been a firm believer in the Better Business Bureau for a good many years. Everything the Better Business Bureau says they can do, they really do!"

So says Peggy Harp, CEO of Harp Enterprises which has been in business since 1972. The company provides a variety of products and services, including digital printing, advertising specialties and promotional products, voting equipment and programming to more than 100 Kentucky counties, and high speed duplicating.

"Harp Enterprises, Inc. has made many calls to the BBB to check out other companies. We ask questions like: Are they a good reliable company? Do they reply on time? Where are they located? Have they ever filed bankruptcy? In other words, just about any questions you have about a client that you want to know. In some cases the company you need information about may not be BBB Accredited, but with the address and phone number the BBB can usually give you some answers," Harp says.

Harp is quick to alert the BBB to scams that target her business so that we can warn other Accredited Businesses. She also turns to the BBB first to check out a suspected scam. "We had a recent experience in our advertising specialty department," she says. "A phone caller from Africa got our name over the Internet. It was a school for boys that was interested in getting some t-shirts to sell to raise money."

"They had seen catalogs and wanted to purchase the shirts for resale using a worldwide credit card. They only wanted 25 to start with so they could get approval from their Board of Directors. Our person in charge of this department went ahead and got the t-shirts and the African school sent a letter and credit card number.

"Sure enough, the job went through and the credit card worked. In about two weeks they called back and said the shirts were great. They were going to be able to sell a lot more and to other schools like theirs. This time they wanted a \$2500 order and wanted to use the same credit card. This finally came to my attention and of course I called the BBB," Harp says. "Yes, you're right, you guessed it, it was a scam. The credit card had been cancelled, and we would have shipped \$2500 worth of t-shirts and lost quite a bit of money. Thanks to the BBB's great inquiry and investigation, we didn't."

"There have been many instances like this over the years and the BBB has always come through with the right answer. One of the best things I like about the BBB is all of your employees can use them too. If they have personal questions on dealing with a company anywhere, they can help your employees too."

"The BBB will also take you to arbitration or mediation if you have a dispute. They have trained arbitrators that can help both parties resolve a problem in a dispute. Is Harp Enterprises a great fan of the BBB? Yes we are!"

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**Do you have a story to share about how BBB accreditation works for your business? Tell us about it.**

Perhaps our dispute resolution services solved a problem you had with a "something for nothing" customer. Maybe some research our BBB staff provided helped you avoid doing business with a fraudulent vendor. Did your ability to advertise your BBB Accreditation help you attract a customer who chose to use your business over a non-accredited business? Whatever your story is, let us know about it! You might be featured in our newsletter and on our website!

Just email your experience to **memberbbb@lexbbb.com**, or **fax it to (859) 259-1639**, mail it to **1460 Newtown Pike, Lexington, KY 40511**. Address your statement or email to "BBB Accreditation Works for ME!" Please include your name, your company name, address, phone number and email address.