

NEWS FROM SCDCA

South Carolina Department of Consumer Affairs



Brandolyn Thomas Pinkston, Administrator

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FOR IMMEDIATE RELEASE

ALERT: FORMER MEMBERS OF **THE FACTORY**

[Columbia, SC] The South Carolina Department of Consumer Affairs is informing consumers who joined The Factory, a physical fitness facility which closed suddenly, of their rights. If you are a former member of *The Factory, 1644 Main Street, Columbia, SC 29201*, please be advised of the following: Consumers who joined **The Factory** and signed an agreement for either an installment or pre-paid membership **may be entitled to a refund**.

If your contract has an automatic draft provision, your bank or credit union should be notified immediately to stop the draft. Consumers who paid in full and are unable to obtain a refund of the unearned pre-paid amount should file a complaint with the SC Department of Consumer Affairs. Consumers can file online (www.scconsumer.gov) or by telephoning 734-4200 or toll free in South Carolina 1-800-922-1594 and having a complaint form mailed to them, if necessary. In addition, written documentation of the membership, including a contract and/or proof of payment in the form of a cancelled check or credit card statement should be submitted to the Department for verification.

For more information, contact the Public Information Division at 803.734.4190, toll free in SC at 1.800.922.1594, or online at www.scconsumer.gov.

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About the South Carolina Department of Consumer Affairs:

Established by the Consumer Protection code in 1974, The South Carolina Department of Consumer Affairs represents the interests of South Carolina Consumers.

Our mission is to protect consumers from inequities in the marketplace through advocacy, mediation, enforcement and education.

For more information, visit www.scconsumer.gov.
