



Consumer Terrorism: How to Get Satisfaction When You're Being Ripped Off

Elinor Burkett

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"Never be ripped-off again!" That's the rallying cry sounded by authors Elinor Burkett and Frank Bruni in their war against shoddy products and bad service. Unlike other books that offer only buying advice, *Consumer Terrorism* is for those consumers who've already been burned. So when a vacation is ruined by a hotel's negligence, or that expensive suit comes apart at the seams, or the new car spends more time in the repair shop than on the road, it's time to take the offensive and get results. Intelligent, aggressive and realistic, yet humorously written, *Consumer Terrorism* leads readers through the most effective ways to present their cases. It explains who to contact, the right, and wrong way to complain and what to expect in return. The no-holds-barred approach is unique, cleverly blending the use of formal avenues of consumer complaint resolution with guerrilla tactics sure to get results. So get mad -- then get action!

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