

## Recommended Consumer Websites

### **Auto Repair Reference Centre**

A database, not a website, the *Auto Repair Reference Centre* includes repair procedures, service bulletins and recalls, wiring diagrams, and much more.

### **Consumer Reports Online:** <http://vwww.consumerreports.org/>

The magazine's website contains some product information, but full ratings are not available unless you are a subscriber. For full ratings, use *MasterFILE Premier*.

### **ConsumerSearch:** <http://www.consumersearch.com/>

ConsumerSearch "reviews the reviewers" - bringing together reviews from many quality sources (including *Consumer Reports*), compiling them into an overall rating, and commenting on any discrepancies between reviews. If you can't find what you're looking for in *Consumer Reports*, or if you want a second opinion, this website is excellent.

### **EnerGuide:** <http://oee.nrcan.gc.ca/energiguide/home.cfm>

The Canadian government's guide to energy-efficient appliances, heating and cooling, and more. Includes fuel consumption ratings for cars and trucks.

### **Kelley Blue Book:** <http://www.kbb.com/>

Reviews, ratings, and price information (in US Dollars) for new and used vehicles. You need a US zip code to access the information - try 98004 for suburban Seattle.

**The Shopping Bags:** [http://www.wnetwork.com/tv\\_shows/shows/the\\_shopping\\_bags/](http://www.wnetwork.com/tv_shows/shows/the_shopping_bags/) The website of the popular Vancouver-based television show where the two hosts test various products and services for their viewers. While not nearly as extensive as *Consumer Reports*, this show is local, so the products featured are items you would actually find in stores.

### **CBC News: Marketplace:** <http://www.cbc.ca/marketplace/>

Another Canadian consumer program with a more journalistic approach, whose aim is to investigate wrongdoings against consumers (usually with the aid of a hidden camera).

### **Canadian Consumer Information Gateway:** <http://7consumerinformation.ca/>

This Canadian website brings together consumer information from federal and provincial agencies and their NGO partners. The focus is on consumer protection rather than product reviews, thus, you will get meaty articles on identity theft and telemarketing, as well as step by step instructions on how to file a complaint.

### **BBB of Mainland BC:** <http://www.bbbvan.org/>

Find BBB members, find company reliability reports, or file a complaint.

### **Canadian Marketing Association:** <http://www.the-cma.org/>

Their Consumer Information section provides information on topics such as dealing with spam, identifying fraud, and resolving complaints, but most importantly, they offer the Do Not Contact Service which removes your name from marketing lists held by CMA members.

### **Amazon.com:** <http://www.amazon.com/>

Yes, this is a shopping website, but it also includes consumer generated reviews of practically everything that Amazon sells, and Amazon sells a lot of things.

### **Canadian Toy Testing Council:** <http://www.toy-testing.org/>

A Canadian non-profit organization that tests toys. Each year they provide a Toy Report that evaluates hundreds of toys, giving them ratings and assigning suitable age ranges. They also give out the Best Bet Awards and Children's Choice Awards, which represent the best in toys.