

**Better Business Bureau®**

File a Complaint

Feedback from consumers is vital to BBB. We appreciate your willingness to report this information to us. We look forward to helping you and the business work toward a resolution.

Your complaint details:

First name: Chet

Last name: Preston

Email: createfacts@gmail.com

Phone: 9144698112

Street address: 2416 N Loretta Drive

State: AZ

City: Tucson

Zip: 85716

Country: USA

Description of complaint:

I bought a solar system through Freedom Forever. They partner with Enfin to do the financing. I signed a contract on the phone with a Freedom Forever salesperson and an Enfin representative. The freedom forever salesperson and I spoke about what system I wanted and came to terms with it before contacting Enfin, so the conversation and contract signing with Enfin was very quick. They both also assured me that this contract was just to get the ball rolling, was amenable and non-binding. Now, 2 months later with the system installed, I find out there was no other contract and that the original contract was binding. Also, the system is not what we had discussed (it is a weaker system they installed). And lastly, trying to get an amendment of the contract to reflect the original has been impossible. When I call Enfin, every representative says their business does do

**Business Headquarters
Location**

📍 300 Spectrum Center Dr Ste 500,
Irvine, CA 92618-4989

☎ [\(833\) 586-3677](tel:(833)586-3677)

If you have any questions or concerns, please contact the BBB assigned to your complaint:

**BBB Serving the Pacific
Southwest, Central & Inland
California**

📍 1010 E. Missouri Avenue
Phoenix, AZ 85014-4585



☎ [602-264-1721](tel:602-264-1721)

Continued on next Page

it, but its a different department. Every representative from every department echoes this sentiment though. To sum things up, they engaged in 1) bait and switch, 2) endless carousaling around customer service with no intention of addressing the problem. I have a contract I can send, but it has personal information, which I read is against policy.

Desired settlement:

Replacement; Solar system lease versus loan rules. I agreed to buy the system, they wrote to lease the system in the contract. They promise me over the phone that I can own the system at the same price as only temporarily leasing it, but it doesn't make sense and its not in the contact ; Poor practice in rushing through the contract agreement and outwardly lying about its content and whether it is binding.

Does your complaint involve a health issue?:

No

- I have read and agree to the Complaint Submission Terms.
- I authorize the business to communicate with BBB about my complaint and disclose to BBB any personal information related to the complaint including the following if applicable: (a) information about a transaction or payment, (b) student records, and (c) information about an alleged debt
- I consent to the collection, use, and disclosure of my personal information in accordance with the BBB Privacy Policy, which I have read and understand.

Signature: _____

Date: _____

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