

**UNITED STATES OF AMERICA  
FEDERAL TRADE COMMISSION**

**COMMISSIONERS:**      **Deborah Platt Majoras, Chairman**  
                                 **Orson Swindle**  
                                 **Thomas B. Leary**  
                                 **Pamela Jones Harbour**  
                                 **Jon Leibowitz**

**In the Matter of**

**COMPUSA INC.,  
a corporation.**

**DOCKET NO. C-4137**

**COMPLAINT**

The Federal Trade Commission, having reason to believe that CompUSA Inc., a corporation, (“respondent”), has violated the provisions of the Federal Trade Commission Act, and it appearing to the Commission that this proceeding is in the public interest, alleges:

1. Respondent CompUSA Inc. (“CompUSA”) is a Delaware corporation with its principal office or place of business at 14951 North Dallas Parkway, Dallas, TX 75240.
2. Respondent is a major retailer of personal computers, computer-related hardware and

including but not necessarily limited to the attached Exhibits A and B. This advertisement and rebate form contain the following statements:

- A. **“SAVE! \$50  
32x10x40 FireWire  
CD-RW Drive  
....  
\$129<sup>99</sup> After Savings & Rebate  
179.99 - 20 Instant Savings  
-30 Mfr. Mail-In Rebate”**

(Exhibit A, an excerpt from a typical freestanding newspaper insert that advertised a QPS-funded mail-in rebate (Offer # 8372). Respondent disseminated or caused to be disseminated similar advertisements from September 2001 to July 2002).

- B. **“\$30 Mail-in Rebate  
QPS  
32x10x40 FireWire CD-RW Drive  
....**

**Rebate checks will be mailed in 6-8 weeks. If you have not received your check within 10 weeks, visit [www.wheresmyrebate.com](http://www.wheresmyrebate.com) or call 800-390-2344.”**

[The “COMPUSA” logo is printed on the rebate form.]

(Exhibit B, a typical QPS rebate form (Offer # 8372). Respondent disseminated or caused to be disseminated similar forms to consumers from September 2001 to July 2002).

5. Many consumers who submitted valid QPS rebate requests during the time period of September 2001 until December 2001 experienced delays ranging from one to six months in receiving their promised rebates, which ranged from \$15 to \$100 in value. Many consumers who submitted valid rebate requests during the time period of January 2002 through July 2002 experienced similar delays, and thousands of consumers never received their promised rebates from QPS.

6. Despite knowledge of these significant problems, CompUSA continually advertised these QPS rebates until shortly before QPS filed for bankruptcy in August 2002.

7. Through the means described in Paragraph 4, respondent has represented, expressly or by implication, that:

- A. Rebate checks will be mailed to purchasers of advertised QPS products within six to eight weeks of receipt of their valid requests; and

- B. Rebate checks will be mailed to purchasers of advertised QPS products within a reasonable period of time of receipt of their valid requests.

8. In truth and in fact, in numerous instances, rebate checks were not mailed to purchasers of advertised QPS products within either six to eight weeks or within a reasonable period of time of receipt of their valid requests. Therefore, the representations set forth in Paragraph 7 were, and are, false or misleading.

9. Respondent has disseminated or has caused to be disseminated advertisements for CompUSA-funded rebates, including but not necessarily limited to the attached Exhibit C. This advertisement contains the following statements:

“SAVE! \$10  
3.5" Floppy Disk Drive  
\$9.99 After Savings & Rebate  
19.99 - 5 Instant Savings  
-5 Mail-In Rebate”

(Exhibit C, an excerpt from a typical freestanding newspaper insert that advertised a CompUSA-funded rebate (Offer # 5973). CompUSA disseminated or caused to be disseminated similar advertisements from September 2001 to July 2002)

10. Respondent has disseminated or has caused to be disseminated rebate forms for CompUSA-funded rebates that contain the following statement: “Rebate checks will be mailed in 6-8 weeks. If you have not received your check within 10 weeks, visit [www.wheresmyrebate.com](http://www.wheresmyrebate.com) or call 800-390-2344.” The “COMPUSA” logo is printed on these rebate forms.

11. Through the means described in Paragraphs 9 and 10, respondent has represented, expressly or by implication, that:

- A. Respondent will mail rebate checks to consumers who purchase computer peripheral products at CompUSA within six to eight weeks of its receipt of their valid requests; and
- B. Respondent will mail rebate checks to consumers who purchase computer peripheral products at CompUSA within a reasonable period of time after it receives their valid requests.

12. In truth and in fact, in numerous instances, respondent did not mail rebate checks to consumers who purchased computer peripheral products at CompUSA within six to eight weeks or within a reasonable period of time of respondent’s receipt of their valid requests. Between

