

Deception is not a good marketing tactic

Have you ever bought something because it was on “special” promotion pricing? Have you bought a product to get a “free” gift? Have you rented a car because of a “discount” rate? If so, you may have been a victim of deceptive marketing tactics designed to boost sales.

Some marketers seek to entice customers by offering what seem to be great deals. Usually, it’s a special “one-time only” price or a discount or a “bonus.” What they fail to mention is that you may have to pay extra for the bonus (many cosmetic brands do this) or that the special price doesn’t include something else that you are required to pay.

Recently, I fell for a “special rate” from Thrifty. I was planning a trip to Boston, and researching rental cars when I got an email from the car rental company offering a 30% discount. This made the base fare for a rental car in Boston much better than the competition. It seemed like a no-brainer.

Last Friday, after landing in Boston, I got to the counter at Thrifty to find out that in addition to my discounted rate, I would be forced to pay an \$11.99 per day toll charge for each day I rented the car. Massachusetts has joined other states in getting rid of toll booths (and jobs for tollbooth collectors, but I digress) and instituting an all-electronic system. You need an E-Z Pass to pay, or else the toll authority will take a picture of your plates and send you a bill (with an extra fee to boot).

At no point in the reservation process, nor in any confirmation email, did Thrifty tell me that Boston was a place that has all electronic tolls and that I would be required to pay an additional toll pass fee. They also did not

disclose the amount of the fee for the toll charge, which they add on for *all* Boston renters. Had I known, I could have brought my own E-Z Pass and avoided the extra charge. And had I known that tolls would be an issue, I could have researched the toll charges at other car rental companies, and may have chosen one of them instead.

This situation could and should be avoided. Thrifty has permanently damaged its reputation with me because it chose to be deceptive. It could have done the following:

Tell me the true cost of my rental—including *all* taxes and fees.

Thrifty used a special rate to entice me to use its services. The company never mentioned the additional toll pass charges, which effectively increased the total amount of my rental by \$48. Thrifty also charges much higher toll pass rates than its competitors.

Provide enough information for me to make an informed decision.

Thrifty knew I was renting in Boston, and it knew that Boston requires electronic toll collection. But Thrifty did not include that information anywhere on its website when booking. The first I learned of it was after I was already at the rental counter.

In the end, deceptive marketing tactics will backfire.

Deceiving your customers just to get them to buy from you may generate a *short-term increase in sales*, but it will create a *long-term decrease in your credibility and trustworthiness*, which will mean a loss of future sales.