



Please keep for reference

Doorstep Selling

Know your rights

How to Beat the Rogue Doorstep Caller

Most people who call at your home will be genuine. But sometimes people turn up unannounced and with the intention of tricking people either by high pressure selling or using false ID's. Their aim is to get into people's homes and you always need to be aware when someone you don't know calls at your door.

By following simple advice you can protect yourself.

Rogue doorstep sellers and bogus callers will often be smartly dressed. They will usually have a story to get your attention. They may claim to be from or working with the council, police or utilities. They can be convincing and persuasive – **That's their job and they're good at it!**

Some may even use false identity cards or dress up for the part for example, wearing overalls with a false company logo. But if you are in any doubt don't let them in.

Official visitors should always arrange an appointment beforehand. If you're not expecting them and you are alone then ask them to call back later when you have somebody with you – they will always be happy to do this.

If someone calls at your door and offers to do repairs to your home or asks to come in so they can talk to you should do the following:

LOCK: Keep front and back door locked.

STOP: Are you expecting anybody? Do they have an appointment?

CHAIN: Put your door bar or chain on – It's a useful barrier because they may try and pressurise you or even force their way in.

CHECK: their details carefully but do not let them in.

If you are interested then arrange for them to come back later when you have somebody with you and can give some thought to it.

Rogue builders or gardeners often trick people into paying very high prices for unnecessary or shoddy work. **NEVER** agree to have work done by somebody who is just passing or take their word that it needs to be done at all. **NEVER** pay for anything before any work is done. **DO NOT** accept an offer from them to drive you to the bank to withdraw money. If you think work needs to be done then get quotes from other local companies and ask friends and relatives for a recommendation.

SAY NO TO DOORSTEP CALLERS



Know your rights

Cooling Off Period

- If the goods and services you buy cost more than £35 you have at least seven calendar days to cancel the contract.
- It does not matter whether you invited the trader in to your home or not.

Your right to cancel

- A trader must advise you in writing that you can cancel the contract.
- This information must usually be set out in your contract and should be legible and have equal prominence to any other part of the agreement.
- If you are not given this information the agreement cannot be enforced and you don't have to pay a penny even if goods or services have already been supplied.
- The trader must not start work until after the cooling off period.
- If you do cancel the contract and goods have already been delivered you must keep them safe and let the trader collect them.



If you decide to have work done, or to receive goods within the 7 day cooling off period, you should give your agreement in writing. If you have given this written agreement and then you decide to cancel within the cooling off period you will have

to pay for the work done so far or the goods you have received.

To cancel a contract you must

- Cancel in writing and post. A cancellation form for you to use should be provided by the trader though you do not have to use this.
- Do this within 7 days of signing or agreeing the contract.

Once the contract has been cancelled it will be treated as though it had not been made.



These regulations **do not** apply to

- Contracts for mortgages or home purchase plans
- Agreements that are cancellable under the Consumer Credit Act 1974
- Solicited contracts for regulated consumer credit agreements under the Act

- Contracts for construction, sale or rental of property (but they do apply to extensions, patios, conservatories or driveways and to repairs, refurbishment and improvement of property)
- Insurance contracts
- Contracts for food and drink supplied by regular roundsmen
- Contracts under £35
- Contracts relating to shares and investments and
- Catalogue orders where there is a notice showing the right to return goods or cancel the contract.

Digital Television Switchover

The Eastern region's analogue television transmitters will be switched off in 2011, from then on all the transmissions will be digital and every television will need to have a digital receiver.

Digital UK has already started airing commercials in this area, and there is more information on their website <http://www.digitaluk.co.uk/>, where you can find details of aerial installers, dates for changeover, and general information. The Digital UK website also has details of their Switchover Help Scheme.

Complaints have already been received in the region of bogus callers claiming to be checking aerials. The changeover is being managed by Digital UK and no one will call on a householder without an appointment.

If anyone calls at your property claiming to be checking your aerial do not allow them access to your home and call the Police on 999.

Advice Needed?

Want to report a dodgy trader?

If you have a complaint about the quality, pricing, quantity or safety of goods or services, contact your local Trading Standards department.



Call 08454 040506

And speak to Consumer Direct, who take calls on our behalf and can advise on your consumer

If the issue is very complex or involves a criminal offence, you will be passed on to Trading Standards. We will then provide additional advice where appropriate, and if we suspect trading laws have been broken, we will investigate and take action if necessary.

For details of traders who are members of Trust Mark schemes in your area please contact your local Trading Standards department



Traders who become members of the scheme are fully checked for issues such as competence and quality of work, qualifications and insurances, financial probity and complaint history. They also agree to sign up to our Code of Practice which spells out how they should deal with consumers professionally and fairly.



