

Don't be a victim

- ✓ Keep front and back doors **CLOSED**.
- ✓ Use any fitted door chains/limiters - keep them out!
- ✓ Only deal with callers/agents by **APPOINTMENT**.
- ✓ **ALWAYS** ask for an identity card and **CHECK** it carefully - reputable organisations expect it.
- ✓ **DO NOT** keep large sums of money in the home.

Beware

Doorstep sellers may use lines like these to get into your home:

- ✗ 'Congratulations! You've won a prize! If you could just sign here for it...'
- ✗ 'I noticed you've got a few loose tiles on your roof...'
- ✗ 'There have been a lot of burglaries round here...'
- ✗ 'This cut-price special offer is only available if you sign today...'
- ✗ 'I'm doing a survey...'

Remember, doorstep sellers can be extremely persuasive. Once you let a doorstep seller into your home, they will expect a sale - and they won't give up easily.

NO UNINVITED!
SALES PEOPLE!
for a safer Shetland



Shetland Islands Council Trading Standards Service



**Doorstep.Selling
your rights**

Know your rights

Cooling Off Period

- ✓ If you spend more than £35 with a trader who has come to your home, then you generally have seven days to change your mind and cancel the contract.
- ✓ This seven day cooling off period applies whether or not you invited the seller to call at your home.

Your Right to Cancel

- ✓ By law, the seller must give you **written** details of your right to cancel (there are exceptions to this rule). Failure to do this is a criminal offence, and the contract cannot be enforced against you. Details of the right to cancel may be set out in the body of the contract, or you may be given a separate form.
- ✓ If you **are** entitled to cancellation rights but are not given details in **writing** then the agreement cannot be enforced and you don't have to pay a penny, even if the goods or services have already been supplied.
- ✓ If you **do** cancel the contract, and goods have already been delivered, you must keep them safe and let the seller collect them.
- ✓ If you **are** given written details of your rights and decide to cancel the contract, you can get back any **money** you paid. But if you have received certain goods or services which would be awkward or virtually impossible to hand back (eg perishable goods or home improvement services), then you will have to pay for what you have received, even if you cancel the contract.
- ✓ If you want to cancel the contract, you must do this in writing (this can include by email) and make it clear that you are exercising your right to cancel - but you do not have to use a specific form.

This leaflet is a simplified statement of the law and does not spell out all the exceptions in the legislation.

Case studies

A Tingwall man was offered a generator on the doorstep by travelling salesmen. He was told it was diesel powered and that it was a Honda 5.5kva generator. He paid them £320.

When they left I opened the box to find it was actually petrol engined. It isn't a Honda and it won't start. They did not leave any contact details so I was left with no cancellation rights.

A woman in Lerwick was persuaded to buy a carpet when two men called at the door...

I have never bought anything in this way before but the salesmen were very persuasive. The two men told me that the carpet was valued at £350 but they would sell for £180. They insisted on cash which I didn't have in the house, and even offered to stay in the house while I went to get the cash. In the end they followed me to the cash machine at Sound. I complained to Trading Standards who helped to find the men, I felt extremely lucky to get my money back.

A sheltered housing warden acted quickly to prevent elderly Lerwick residents from parting with their money...

I was aware of a large van at my sheltered houses. I went to visit the Residents and found an older salesman and a young boy at a Resident's house. They had the Resident's suite out in the garden. They were charging him £350 for a cottage suite. I called the Resident's son who advised me to turn the salesmen away.

They became abusive to me.

Later on another two men were at another Resident's house. I stepped in and sent them away.