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Open

As long as you follow the new laws on doorstep selling



The Cancellation of Contracts Made in a Consumer's Home or Place of Work Etc. Regulations 2008

The Department for Business is introducing new regulations to protect consumers and simplify the law. They will also help to close the sales door to rogue and disreputable traders, creating a level, competitive playing field for honest businesses.



What are the regulations?

The new regulations are aimed at traders who enter into a contract with a consumer at their home or workplace. They also cover contracts made at another individual's home or with traders away from their business premises.

The regulations will extend the existing law on cooling-off periods and cancellation rights for consumers. They will cover contracts that are made during both solicited and unsolicited visits by traders.

The regulations will apply to all contracts with a total payment of more than £35 and they will set the cooling-off period to a minimum of seven calendar days. The regulations also require cancellation rights to be clearly and prominently displayed in any written contract, or provided in writing if there is no written contract.

This means consumers have the safety net of a good cooling-off period. It will also help to tackle underhand tactics used by rogues who take advantage of current loopholes in the law.



Will they apply to my business?

The new regulations are aimed at all traders who enter into a contract with a consumer at their home or workplace, or another individual's home, or with a trader away from their business premises.

This will include businesses such as home improvement, repair and maintenance services, energy suppliers and those who sell consumer goods and home ware through door-to-door methods, but will also apply to those in other sectors.



What are the benefits for my business?

The changes mean companies will generally be able to work with one contract, whether written or verbal, for both solicited and unsolicited visits, helping to reduce costs in administration and staff training. As well as creating a fairer competitive market, this will also enhance the reputation of door-to-door sales people.



What do I need to do?

All affected businesses must comply with the new regulations when they come into force on 1st October. You and your staff must read the guidance and understand the new requirements, which may include making changes to your sales contracts.



What happens if I don't follow them?

If you don't comply with the regulations, you will not be able to enforce your contract against your customers. Your local authority's trading standards service may also investigate your company, resulting in prosecution and fines.



What should I do next?

For practical business advice and to learn what you need to do to comply with the regulations, please visit the website relevant to you:

www.bgateway.com/doorstepselling for Scotland

www.hiebusiness.co.uk/doorstepselling

for Scottish Highlands & Islands

You can also contact your local authority's trading standards service, which is always 'open' for further advice on compliance.

From 1st October, there
will be new regulations
for doorstep selling