

SAY NO!

to ROGUE TRADERS



Trading Standards deal with large number of complaints regarding doorstep selling and rogue traders. Don't be another victim!

Rogue traders often call door to door following a leaflet drop and it is common for them to offer to work on driveways, guttering, gardening or roof repairs.

Although they may appear genuine and trustworthy, often they are not and they can become very persistent and aggressive.

Stopping doorstep caller's telephone calls & unwanted mail.

Display the "No Uninvited Traders – No Cold Callers Stickers" prominently on your door or window Under the Consumer Protection from Unfair Trading Regulations 2008 it is an offence if doorstep callers repeatedly ignore the sticker.

Protect Yourself & Protect Your Community

Report any doorstep incidents to: **Citizens Advice 03454 04 05 06**

If you feel afraid or threatened phone the Police 999.

For non-urgent calls to the POLICE phone 101.

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Identifying a Rogue Trader

Rogue traders use a range of techniques to encourage you to hand over your cash - beware of people who say things like:

- “Congratulations! You’ve won a prize
- “I was just passing and noticed your gutter and tiles are loose”
- “I don’t mean to worry you, but there have been a lot of burglaries in the area recently...”
- “This offer is only available today. If you don’t sign up now the price will be 50% higher tomorrow.”
- “If you pay cash now I can give you a special discount...”
- “I’ve been working at other properties in the area”

Choosing a Rogue Trader

If you have agreed to work that you did not want or cannot afford, then you may still be able to get out of the contract.

If you buy something for more than £42 from a doorstep seller, you have 14 days to change your mind and cancel the contract. You should be given notice of your right to cancel in writing; if this does not happen then the trader probably can’t bind you to any agreement.

Never sign something to waive you right to cancel.

Once you have decided to cancel, you must let the trader know within 14 days of signing that you are exercising this right. This should be done in writing and ideally by a recorded delivery letter - keep a copy of the letter that you send as proof of cancellation.

Choosing a Good Trader



The “Trust Mark” scheme is the only government-backed scheme covering all trades in and around the home - visit the website www.trustmark.org.uk to find approved traders based in your area.

The scheme ensures businesses are:

- Vetted, inspected & working to Government endorsed standards
- Checks on trading practices, customer service & technical skills
- Insurance backed guarantees available to cover high value work
- Clear & user-friendly alternative dispute resolution service
- All firms have their work independently inspected
- Skilled, reliable and competent local experts
- Free information, advice & support

For further information on the Trust Mark scheme telephone 0333 555 1234

Register with the **Telephone Preference Service (TPS)** and **Mail Preference Service (MPS)** to stop unwanted telephone calls and mail.



Register by visiting the TPS website www.tpsonline.org.uk or telephone 0345 070 0707



Register by visiting the MPS website www.mpsonline.org.uk or telephone 0845 703 4599

For more information on your rights contact Citizens Advice on **03454 04 05 06** or visit www.citizensadvice.org.uk