



How to Deal with Doorstep Callers - Any Doubt? Keep Them Out!

Doorstep Sellers can be very persuasive. Trading Standards receives hundreds of complaints from people who have bought goods or have had work done on their home following high-pressure selling – and lived to regret it!

We work in partnership with Checkatrade to provide an approved trader scheme to help consumers choose a trader they can trust and rely upon. All traders have undergone rigorous checks by Trading Standards and Checkatrade. The details of approved traders can be found at www.checkatrade.com or by calling 0333 0146 190.

Alternatively, ask family and friends if they can recommend anyone. It is advisable to obtain 3 written quotes before employing a tradesperson.

The Problem Areas

Sales People

Sales people who call at your home may seem friendly and genuine. They may use high-pressure sales techniques by telling you scare-stories, or offering you a special discount or 'free gift'. They only want one thing and that is to sell you something so they can make money. You do not have to buy anything and you will probably get a better deal by shopping around and buying from a reputable business.

Casual Workmen

Another type of caller you may get is the odd-jobber who is in the area. Sometimes they will tell you they have spotted a problem with your roof or chimney. Others say that they have had some paving slabs or tarmac left over from another job. All of them promise a bargain.

Doorstep Callers

What you should do?

- Trading Standards advise never to buy goods or services from a trader on your doorstep.
- Don't answer your door if you are not expecting a caller. If the person needs to contact you urgently, they will put a note through your door or have your contact details and be able to contact you via other means.

If you are expecting a caller:

- Put your chain or bar on before you open the door
- Check the identity of the caller. Do not let the caller into your house until you have verified the caller's ID. Do not rely on the number they give you as it may not be genuine. Verify their identity by ringing their employer using the telephone number listed in the phone book or look for the number on a bill.

What Cancellation Rights Do I Have?

If you agree to buy goods or services from a doorstep seller, in most circumstances, you will be entitled to a 14 day cancellation period. During these 14 days, you can change your mind about the contract for any reason. This applies to visits made by a trader at your request as well as 'cold calls'.

If you are entitled to cancellation rights, you should be provided with further information about this in writing, along with a cancellation

form. If this isn't done, the seller may be committing a criminal offence.

Please note some contracts are exempt from these requirements.

We would always suggest that further advice is obtained. The Citizens Advice Consumer Service on 03454 04 05 06 can provide impartial and confidential advice.

End Junk Mail & Telephone Sales Calls

What is the Telephone Preference Service?

The Telephone Preference Service (TPS) is a central opt out register where individuals can register their wish not to receive unsolicited sales and marketing telephone calls. It is a legal requirement that companies do not make such calls to numbers registered on the TPS.

Once a number has been registered, it will take around 28 days to become effective.

As well as your home landline phone, you can also register mobile phones. Registering your mobile number with the TPS will reduce the number of unsolicited sales and marketing calls you receive on your mobile but will not reduce text (SMS) marketing messages.

Register free with TPS by phone or online:

TPS Registration line – 0845 703 4599 (option 2)

TPS website – www.tpsonline.org.uk

Silent Callguard

Silent calls are generated from the use of automated diallers. Companies use automated dialling for things such as debt collection, market research etc and TPS will not reduce these.

If you want to reduce these types of calls there is a separate service called Silent Callguard. You can register with them by calling 0844 372 2325. You do need to renew the registration every year.

What is the Mailing Preference Service?

The Mailing Preference Service (MPS) is a central opt out register where individuals can register their wish not to receive direct marketing mail that is addressed to them personally. The MPS will not stop mail from companies with whom you have done business in the past. It will also not stop mail that has been sent from overseas, un-addressed material or mail addressed to The Occupier.

Register free with MPS by phone or online:

MPS Registration line – 0845 703 4599 (option 1)

MPS website – www.mpsonline.org.uk

Please note both of these services are automated and there is a time delay between connection and hearing the automated voice.

Contact information:

To report something to Trading Standards or for impartial, confidential advice, please call Citizens Advice Consumer Service on 03454 04 05 06.

Textphone users can dial 18001 followed by 03454 04 05 06.

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