

**April 2017**

## **Consumer Alerts**

### **Door to Door Selling of 'No Cold Calling' stickers**

Reports have been received in the Chorley area of 2 men and a woman cold calling, selling stickers for your window.

If you would like a sticker, Lancashire Trading Standards will send you one free of charge – contact them via the Citizens Advice Consumer Helpline. Please do not be tempted to buy from your doorstep.

### **Telesales calls for double glazing**

Lancashire residents have reported concerns after receiving telesales calls from double glazing businesses. Concerns involved pushy selling and sending a sales person round even though the householders had said they were not interested.

**To reduce telesales calls join the Telephone Preference Service, [www.tpsonline.org.uk](http://www.tpsonline.org.uk), 0345 0700707**

If you already have double glazing, please consider the necessity and value of having them replaced. If you do need new double glazing, Trading Standards advice is to do your own research, use local traders and shop around for quotes.

You should never feel pressurised into signing up to property repairs/ improvement work. If you do have second thoughts on contracts you have agreed in your own home, remember, you legally have 14 days to cancel. However, be aware, this may be

different for double glazing contracts – always read the Terms and Conditions.

### **Gardening Services – cold calling**

Beware of itinerant traders cold calling offering to carry out tree cutting and pruning services. Householders in Rossendale have been coerced into handing over large amounts of money for very little work, and reports have been received of elderly customers being driven to the bank, the traders waiting outside for their money.

**Trading Standards advice is never do business with cold callers.**

### **Facebook Voucher Scams**

If you receive an offer of a voucher from a supermarket for up to £85 on your Facebook page, beware, it is a scam. Do not fill in any details to claim it. This is an opportunity for you and your friends' details to be pharmed – you will then be inundated with advertisements and other scams which may seem legitimate as they will look as if they have come from a friend.

**The Safetrader scheme can help you find a trader in your area, contact 0303 333 1111 or go to [www.safetrader.org.uk](http://www.safetrader.org.uk)**

**Contact the Trading Standards Service via the Citizens Advice Consumer Helpline on 03454 04 05 06**