

## Doorstep Cold Callers simple facts:

- You have the right to cancel most off premises contracts and the cooling off period is 14 days. Traders must give you certain information before they make a contract with you.
- If you have agreed to the contract in your home and it's over £42 then the trader must provide written information about the work, including who they are, what will be done and how much it will cost.

## Useful contacts:

If someone cold calls you or a neighbour and you are suspicious, please contact  
**Citizens Advice Consumer Service: 0808 223 1133**  
for advice and reporting incidents

## KEEP THIS BY THE FRONT DOOR OR TELEPHONE

If you engage with a trader who cold calls, ensure you obtain the following information – THIS IS FOR YOUR PROTECTION.

- The name of the person you are speaking to and contact details.
- The name of the company or business.
- The physical address of the company or business.
- The phone number
- The email address

Ensure you obtain a written invoice showing a final breakdown of the work and costs.

The law gives you a 14-day cooling off period. If you wish for work to commence during this period, you need to give written consent. **There are some exemptions to this.**

Visit [www.businesscompanion.info](http://www.businesscompanion.info) for more information on contracts.

**Trading Standards  
East Sussex County Council  
County Hall  
St Anne's Crescent  
Lewes  
East Sussex, BN7 1UE**

# Not Wanted: Doorstep Cold Callers!



## If a stranger knocks on your door and says:

- “I noticed you’ve got a few loose tiles on your roof...”
- “There have been a lot of burglaries in your area recently...”
- “This cut price special offer is only available if you sign today...”
- “I’m doing a survey...”

Or anything else in fact! Beware; it could be a **DOORSTEP COLD CALLER!!**



## Trading Standards Advice:

- **Never** agree to have property maintenance or improvement work carried out by a cold caller.
- **Always** get several written quotes before agreeing to have work completed.
- **Never** be pressurised into agreeing quickly by promises of lower prices.

**Trading Standards are making you aware, doorstep cold callers beware!!**



## Trading Standards information and advice on doorstep cold callers:

Trading standards get a lot of complaints from people that have been ripped off by cold callers trying to get them to agree to have a property repair or improvement carried out.

### These cold callers may:

- Overcharge by misleading as to the value of the work done or by charging a higher price than was originally agreed.
- Carry out unnecessary work.
- Become impossible to contact when something goes wrong because they have left no contact details, false contact details, or may just ignore your calls.
- Provide poor quality goods and services.

**Cold callers don't always rip you off... but why take the chance?**