



Trading Standards

ALWAYS SAY "NO" TO DOORSTEP CALLERS

If they offer to do work on your property, to buy or sell you goods say "No Thanks" and shut the door

We want you to say **"NO"** to doorstep callers because:

- They may pressurise or intimidate you to let them do work
- You may not really need the work done
- They may lie about the real cost of the work
- You may not get what you pay for
- You could end up paying more than you expected
- They may lie about their name, address and telephone number
- The goods may be overpriced, faulty or unsuitable for you
- You may not be offered the true value of your goods.

If you have any problems with a doorstep caller please call us immediately on 08454 04 05 06 or Sussex Police on 0845 60 70 999

Trading Standards will help by:

- Offering advice to the householder or anyone acting on their behalf
- Providing additional support for vulnerable householders including where possible visiting their home to support them and intervening when the trader is there or is expected to return

Please turn over for more information

How can I avoid the cowboys?

- Use a 'Buy With Confidence' trader listed on the Trading Standards approved trader list
- Call 01243 642124 to request a directory/ask for details of traders in your area or visit www.westsussex.gov.uk/tradingstandards to see the on line version.
- Seek recommendations from friends, neighbours and family members and obtain more than one quotation before deciding who to employ



Scammers that don't cold call at your door can be even more devious!

Foreign Lotteries, Prize Draws, Clairvoyant, Advance fee, Inheritance, - Through the post, by phone and e mail - the scams are everywhere and the scammers are becoming increasingly sophisticated in their ploys to fool you. One West Sussex consumer lost £115,000 to Spanish lottery conmen.

If it looks too good to be true - it is!

NEVER pay money/call a premium line/ buy anything/give your bank details on the promise that you have "won"
The prize will invariably be worth less than you have paid

Call on **08454 04 05 06** for advice **BEFORE** you part with any cash! (if anyone says "shhh - it's a secret, don't tell anyone" – that's a classic tactic of scammers to stop you talking to a friend or relative who might be aware of the scam)

Did you know?

Free advice about all consumer problems is available from Trading Standards at:



Please turn over for more information