

Guidance for Traders who visit a Consumer's home

If you visit consumers' homes then you need to read this.

You commit a criminal offence if you:

- Fail to provide a consumer with written details of their 14 day right to cancel
- Make false claims about the need for work to be carried out at the consumer's property
- Ignore a request to leave someone's home
- Display logos of, or in any way indicate that you are a member of, a trade association or other body when you are not
- Say that your job or livelihood will be in jeopardy unless the consumer buys the product or service
- Engage in any unfair, misleading or aggressive trading practice, for example:
 - o taking a consumer to the bank to get money to pay you
 - o starting work before a consumer has given you permission to do so
- Make inaccurate claims about risk to personal security if the consumer doesn't buy the product or service
- Falsely claim the product or service will be available for a limited time only
- Invite consumers to buy one thing with the intention of selling them something else

While you are in the Bolton area officers from the Trading Standards Service may carry out unannounced visits to inspect your paperwork, your vehicles and your business practices. Further action may be taken where any breaches of the law are identified.

How can I get further advice?

If you require further information please the Trading Standards Service at:

Tel no: 01204 336586
Email: trading.standards@bolton.gov.uk
Web: www.bolton.gov.uk

In offering the above advice, this Authority wishes to make it clear that only the Courts can interpret the Law