

May 2017 - Consumer Alerts

Unsolicited beauty products

Residents in East Lancashire have reported receiving unsolicited beauty product in the post such as cleansers and moisturisers. A few days later an invoice, originating from the European mainland, requesting payment for the products arrived in the post.

Please be aware that if you have not ordered the product, or agreed to a subscription offer, you can ask the company to arrange collection of the unordered goods at their expense. If they do not collect, you can treat the goods as a free gift.

Door to door seller of pots and pans

Individuals have recently targeted the North Preston area selling pans, cutlery and knives door to door. The products seem to be as described and of satisfactory quality, however since one householder felt pressured into paying £2,400 for a selection of these items, pushy selling is likely to have been involved in the transaction.

Residents are warned not to purchase items on the doorstep. Salesmen can be very persuasive, best advice is to say no and not to engage with them.

Guttering Services – cold calling

Householders are being warned that three young men in their late 20s driving a small dark van have recently been targeting the Burscough area, offering to clean gutters and roofs and apply a moss-prevention coating. Four residents have fallen victim to

these men so far, paying around £200, which the men leave with before carrying out any work. No paperwork is provided.

Never do business with doorstep callers and do not pay for a job in full until it is finished to your satisfaction. Paperwork giving the name and address of the trader, and your rights to cancel such roofing work in 14 days, should always be provided on these kinds of non-emergency cold-called jobs.

Device to reduce heating bills

Beware of telesales calls offering systems that will help reduce your heating bills. One householder agreed to a sales visit and signed a credit agreement that would run for 10 years, with monthly payments greater than her standard monthly energy bills.

Always shop around and do your own research. Remember you should be given 14 days to cancel if you do sign up to goods or services in your own home.

To reduce telesales calls join the Telephone Preference Service,
www.tpsonline.org.uk, 0345 0700707

The Safetrader scheme can help you find a trader in your area, contact 0303 333 1111 or go to www.safetrader.org.uk

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