

For Your Attention

KCC Trading Standards update for your community

Date: 30.09.13

Area: Swanley

Doorstep Sales

KCC Trading Standards have received a report of aggressive tactics by a salesman cold calling at homes in the Swanley area offering multimedia packages. The salesman refused to leave the consumer's home when asked.

A trader refusing to leave your home when asked commits a criminal offence as this is considered an unfair practice.

KCC Trading Standards advise consumers to be wary when dealing with traders at their door. Consider carefully whether you do want the goods or services offered, and take time to compare prices. In most cases you have a 7 day cooling off period to change your mind.

For advice or to report any concerns call Trading Standards via Citizen Advice Consumer Service on 08454 040506.

www.kent.gov.uk
tsadvice@kent.gov.uk
08454 040506



For advice on your civil rights and to make a complaint about a business contact
Citizen Advice Consumer Service on 08454 040506.

All complaints will be referred to KCC Trading Standards to be used as intelligence.