

Doorknockers Leaflets and Posters

CASE STUDY:

A 79-year-old Sunderland man was persuaded by doorstep salesmen to have a small patio built for £1,300. They demanded half the money up front, and even drove him to his bank so he could withdraw the money. His son tried unsuccessfully to cancel the contract and retrieve his father's money...

“ My father gets confused sometimes and didn't realise he was being massively overcharged for a job I could do for £500. ”

SCAMBUSTERS

If you want to complain about a doorstep trader, contact Consumer Direct or your local Trading Standards department. If a doorstep seller refuses to leave, dial 999 and ask for the police.



BERR | Department for Business
Enterprise & Regulatory Reform

Knock! Knock!

Who's there?

Nev.

Nev who?

Never ^{see}
me again
once ^{you've}
handed ^{over}
the
money.

Rogue traders are operating in this area pushing overpriced or substandard goods and services. Don't deal with them.

Buy from
a joker at
the door,
and you
may get
more
than you
bargained
for.

Do's and don'ts for dealing with Knock Knock Jokers

Do

- fix a security chain to your door, and make sure you use it every time someone calls
- if in doubt, just say "No thank you" and close the door
- ask to see an identification card, genuine officials don't mind being challenged
- ask for more time if you're not sure; a reputable seller will understand. Most legitimate sales offer a seven day "cooling off" period during which you can cancel the contract
- pay by credit card for goods or services costing more than £100. The credit card company will give you some protection
- get a receipt with the name, address and phone number of the company on it.

ASK YOURSELF:

- do I want or need this?
- can I afford it?

Don't

- ask a doorstep seller to call unless you are sure you want to buy
- let a caller into your home if you are at all suspicious of them, once you let a door step seller into your home they will expect a sale
- agree to buy anything until you've checked prices elsewhere
- let the seller push you into making a snap decision
- pay a deposit unless you're sure you want to buy
- agree to have work done on your home without getting a second opinion
- let salesmen convince you to buy things you don't need. Door step salesman can be extremely persuasive.

Knock! Knock!

Who's there?

Nev.

Nev who?

Never see me again once you've handed over the money.

Rogue traders are operating in this area pushing overpriced or substandard goods and services. Don't deal with them.

Before you open the door to anyone:

- Always use your door chain
- Trust only those you know
- If frightened or distressed, call the police.

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Knock! Knock!

Who's there?

Connor.

Connor who?

Connor out of money for bodged building work.

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Knock! Knock!

Who's there?

Phil.

Phil who?

Phil-lets of fish under weight and OVER priced.

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Knock! Knock!

Who's there?

Max.

Max who?

Max a fortune laying dodgy tarmac drives.

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Knock! Knock!

Who's there?

Pat.

Pat who?

Patio cleaner who picks up the cash but leaves the mess.

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