

CONSUMER AFFAIRS

Door to Door Trading

Door to door trading is covered by legislation which provides consumers with certain rights, which do not apply to other contracts.

KNOW YOUR RIGHTS - WHAT IS DOOR TO DOOR TRADING?

Door to door trading is when someone who is selling goods or services contacts you by:

- Knocking on the door;
- Approaching you in the street;
- Telephoning you at work or at home; or
- When someone contacts you, selling goods or services and asks you to make an appointment for a representative to visit you at a later date.

SOME TIPS BEFORE YOU BUY FROM A DOOR TO DOOR TRADER

- Only sign for goods if you really want them and can afford them;
- Ask for identification with full name of the salesperson and the company;
- If possible inspect the goods offered, and check full prices, including freight and installations, warranty and refund conditions;
- Never sign a contract with blank spaces;
- Understand the contents and conditions of the contract **BEFORE** you sign;
- Always read the small print;
- **NEVER** sign just to get rid of the trader, keep in mind what you sign may be a legal and binding document;
- You can ask the trader to leave your home at any time. If he/she refuses, call the police.

10 DAY COOLING OFF PERIOD

There is a 10-day “cooling off period” for door to door sales over \$50.00. That is, consumers have 10 days after signing the contract to cancel.

During that 10 days if you change your mind you can cancel the deal. This must be clearly stated in any contract you are asked to sign.

The trader cannot provide any services or take any money during the cooling off period.

The cooling off period applies from the date of the sale for 10 days.

CANCELING A CONTRACT

During the 10 day cooling off period you can cancel the deal by using the forms the trader must give you, or by writing to the trader of the company at their business address.

The contract can also be cancelled if the goods or services are not delivered or if the trader breaks the door to door trading rules.

CALLING TIMES

Uninvited approaches (either in person or by telephone) from door to door traders can only be made during the following times:

- Monday to Friday 9.00am to 8.00pm
- Saturday 9.00am to 5.00pm

A TRADER IS NOT ALLOWED TO CALL ON SUNDAYS OR PUBLIC HOLIDAYS

For further information contact Consumer Affairs

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or

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