

21 July 2010

New guidance for second-hand car dealers

Kent County Council Trading Standards has welcomed new guidance, which it has consulted on, by the Office of Fair Trading for second-hand car dealers which makes their obligations clearer around the sale of cars.

Many will have heard of the Trade Descriptions Act, which covered descriptions applied to cars, but this has now been replaced by the Consumer Protection from Unfair Trading Regulations.

As well as misleading statements, for example about the car's mileage and price or indeed about the dealer themselves, consumers are also protected from aggressive practices and misleading omissions.

Unlike before where dealers would have to have had said something wrong about the car to break the law, they will now have to clearly volunteer important information. This will include whether the car has been an insurance write-off.

Mike Hill, Cabinet member for Communities said "This will help dealers take the extra steps that they now need to do to ensure that consumers are aware of the history and condition of cars. Trading Standards is more than willing to assist dealers with any queries that they may have, and wants any information about dealers who are flouting these laws. The guidance and a checklist is available to download at www.tradingstandards.gov.uk/kent along with other useful and relevant information for both dealers and consumers".

Dealers seeking further advice should contact 01233-898825 if you are based in east Kent or 01732-525291 for west Kent. If you are a consumer and you would like advice on, or want to report, any issue and not just about a car please contact Trading Standards through Consumer Direct on 08454-040506 or www.consumerdirect.gov.uk.