

Sent By

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Message

A driveway cleaning/restoration business has recently been operating cold calling residents in the Tenterden area. Several residents were misled about the cost of this service, misled about the materials used and no-one was provided with a written cancellation notice prior to the work being carried out. One vulnerable victim was driven to the bank and was made to withdraw a large quantity of cash.

In each case residents were required to pay cash for the service. A reputable business would not demand cash payment.

Kent 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.

In most cases if you agree to buy anything costing over £35 from a trader at your door, the law gives you a 7 day "cooling off" period to change your mind. The trader must give you a written cancellation notice if you agree to have any work done. Failure to give this notice is a crime.

If you are considering work in or on your property it is always best to get at least a couple of quotes from traders. You can find reputable traders on the "Buy With Confidence" good trader scheme run by us. Our officers vet all traders on the scheme for trustworthiness and to ensure they comply with consumer protection laws. Or, ask for recommendations from friends or family.

To report any concerns you have or for details of Buy With Confidence traders call Trading Standards via Consumer Direct on 08454 04 05 06. You can also visit www.buywithconfidence.gov.uk for a list of traders.

Expiry Date

24/03/2011

The normal period for validity of messages will be seven days

Distribution

Messages are not confidential and can be used for public distribution

Signed

Clive Phillips

Date

16/03/2011