

Cleaner Sales

17 June 2010

Residents are asked to be aware of the following practice currently targeting the Adlington area in Chorley, but also recently reported elsewhere:

A business selling vacuum cleaners is intensively leafleting houses, distributing raffle tickets to win a Nissan Micra or a free carpet shampoo. Customers who give their details on the raffle tickets may then be contacted and informed they have won a free carpet shampoo. During the visit to carry this out, they will be subject to a sales pitch for an expensive vacuum cleaner costing between £1000 and £2000. Residents need to be aware of the sales business behind this free cleaning offer. Tradesmen should always leave premises when asked- if not, report them to Trading Standards.

Consumers agreeing to deal with traders where the contract is agreed at the consumer's home should be aware that they will have a cooling off period to cancel any work agreed to, or any purchases made over £35, although in certain circumstances the customer may have to pay for any goods installed or work carried out so far. Also be aware that the contract will not be enforceable against the customer unless information about your right to cancel is given in writing.

We advise residents never to deal with cold-callers, to ensure you obtain full name, address and landline details from all workmen, and to double-check identification and references from other customers- do not assume credentials are genuine. Also ensure any price you are quoted is fair and genuine by obtaining estimates from other traders or sellers, and by ensuring the work agreed and the price to be charged is written down on a quotation before you agree to the work starting. Using a credit card for a purchase over £100 may give extra protection should problems arise further down the line.

Please refer any complaints and further information to Lancashire Trading Standards Service, 56-58 Guildhall Street, Preston, Lancs via Consumer Direct tel 08454 040506.