

# Your doorstep, your decision

Your guide to dealing with doorstep selling



## **What is doorstep selling?**

Doorstep selling is when someone sells you goods or services in your home or on your doorstep. It can be a convenient way to buy – but there is a risk you may be pressured into buying something you do not want or that is not good value for money.

This guide helps you shop more safely with a trader at your home, and explains some of your legal rights.

## **Think twice before you buy**

Doorstep sellers often use a range of high pressure tactics to persuade you to buy. If you feel under pressure to make a purchase, have the confidence to say:

- you do not buy goods or services at the door
- you'd like more time to think about it
- you want to shop around and get other quotes
- you have to discuss it with someone else (for example, your partner or son/daughter).

If the seller tells you you'll miss an exclusive offer, that's just another high pressure tactic.

## **Double check the facts**

- do you fully understand the total costs of the transaction - including estimates, delivery and installation?
- do you understand your rights if you sign a contract?
- do you know the arrangements for after-sales servicing, such as the guarantees or warranties?

Only once you are satisfied that the transaction is entirely acceptable, should you agree to make a purchase.

## Buy wisely

- don't sign on the spot, consider carefully whether you want the goods or service
  - always shop around for the best price
  - be wary of special offers or warnings about your home
  - don't hand over a cash deposit
  - don't agree to a trader starting any work straight away
  - talk to someone you trust for a second opinion
- if in doubt, call Consumer Direct on 08454 04 05 06.

## Get peace of mind

Choose members of the following organisations for extra reassurance.



Customer care  
close to home

## Trade Associations

If the trader claims to be a member of a trade association, you can contact the association yourself to check their membership, but make sure you look up the number yourself.

## Your rights

If you spend more than £35 with a trader in your home or on your doorstep, you usually have seven days to change your mind and cancel and get any money you have paid back. You cannot waive your right to cancel.

Your right to cancel should be given to you in writing by the trader. If you are not given this information, they can't hold you to anything in the contract and you can't be made to pay anything.

If you decide to cancel, advise the trader in writing within seven days of being told of your right to cancel. Keep a copy of your letter or email as proof of cancellation. However, if you agree in writing to work starting or consume goods within the seven day period and then cancel, you may have to pay something. This is the only circumstance in which you can't get all your money back. If you haven't agreed in writing to work starting early, then you don't have to pay anything if you cancel, even if it does start.

**Keep this leaflet somewhere easy to refer to if a trader calls at your door.**

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