

Doorstep Selling Quick Quiz



**Are you confident when you buy on your doorstep or in your home?
Do you know people who might be victims of rogue doorstep salespeople?**

Recent research on behalf of the Office of Fair Trading has shown that a fifth of people over seventy aren't confident in deciding whether to employ a doorstep sales person and one in five agreed with a range of statements which suggested that they might be vulnerable to rogue doorstep salespeople.

1 Doorstep selling happens when:

- a. You buy something from a sales person who knocks on your door or rings your bell
- b. You buy something from a salesperson who has come into your home because you agreed to a visit from them
- c. Both of the above

Correct answer – c. Doorstep selling happens when you buy something from a salesperson either on your doorstep or in your home, even if you have invited them into your home

3 By law a doorstep salesperson has to provide you with:

- a. A good deal because you're buying directly from the supplier
- b. A written cancellation notice telling you about your right to cancel when you buy
- c. Quick service because they can start work immediately

Take the Office of Fair Trading's Quick Quiz to help you buy wisely and safely on the doorstep or in your home.

2 You are protected by law when you buy on the doorstep or in your home when you spend:

- a. Any amount
- b. Over £35.00
- c. Over £100.00

Correct answer – b. The consumer protection regulations which cover buying on the doorstep or in your home apply when you spend over £35.00

Correct answer – b. If you buy something on your doorstep or in your home the salesperson must give you a written cancellation notice at the time you buy which tells you about your right to cancel (even if there's no written contract). If you don't get a cancellation notice there's no binding contract between you and the trader and you don't have to go through with the sale.

4 A cooling-off period is:

- a. A period of seven days when you can change your mind and cancel
- b. The period of time the salesperson provides for you to return the product after you've received it
- c. The amount of time a salesperson gives you to decide whether you want to take up any special deals they may offer you

Correct answer – a. You usually have a cooling-off period of seven days to change your mind and cancel, starting on the day you get your written cancellation notice. If you cancel within the seven days you won't owe anything and you should get back any money you have already paid (including a deposit).

6 If a salesperson tells you that you will only get a special discount if you sign up immediately:

- a. He may be using high pressure selling tactics
- b. He's doing a good job and giving you the best price possible
- c. He's trying to get rid of surplus stock

Correct answer – a. Don't get taken in by sales banter or high pressure selling techniques. Don't feel pressured to agree on the spot even if there is a discount. The price quoted may really be far too high to start with – you won't know if you haven't shopped around beforehand. If the claims are false this may be an illegal pressure selling technique.

5 If work starts or goods are delivered during the cooling-off period:

- a. You cannot change your mind and cancel
- b. You can change your mind and not pay anything
- c. You can change your mind but if you agreed this in writing you may have to pay something

Correct answer – c. If you are buying services or certain types of goods (eg customised goods) you can agree in writing for work to start or goods to be delivered during the cooling-off period. If you have agreed this in writing then you can still cancel within seven days, but you may have to pay the trader something (usually a reasonable amount).

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