

Know your rights
when a doorstep
salesperson comes
knocking

If you buy goods or services for more than £35 from doorstep salespeople in most cases you have 7 days to change your mind and cancel.

For further info visit:

www.croydon.gov.uk/tradingstandards
email: trading.standards@croydon.gov.uk
telephone: 020 8407 1311

If you buy goods or services for more than £35 from doorstep salespeople in most cases you have 7 days to change your mind and cancel.

Your right to cancel should be given to you in writing by the trader. Think carefully before you agree to have any work done or goods delivered within the 7 days, as you might have to pay if you then decide to cancel.

The trader commits an offence if they **DO NOT** give you this notice in writing or it does not include all of the following:

- a date
- the traders full name/trading name, address, and any email address of a person to whom a cancellation notice may be given
- indicate your right to cancel the contract within 7 days and a reference number to enable the contract to be identified
- a statement that you have the right to cancel the contract if you wish and that a notice of cancellation is deemed to be served as soon as it is posted or sent to a trader
- if applicable, that you may be required to pay for goods and services supplied if performance of the contract has begun with your written agreement before the end of the cancellation period and that a related credit agreement will automatically be cancelled if the contract for goods and services is cancelled
- a statement that you can use the cancellation form provided only if you wish
- a cancellation form (for use by you to cancel the contract) provided as a detachable slip and completed by or on behalf of the trader in accordance with the notes in the Regulations.

If you're not given this information they cannot hold you to anything in the contract. If you decide to cancel you must let the trader know in writing within 7 days of being told about your right to cancel.