

## **IMPORTANT INFORMATION - BEWARE OF COLD CALLERS/SALESMEN KNOCKING ON YOUR DOOR**

### Trading Standards Advice is:

1. NEVER agree to have any work done as a result of a cold call. Don't make snap decisions and don't be pressurised into having the job done.
2. If you think work needs doing to your home, get quotes from 2 or 3 traders. Ask friends and relatives to recommend a reputable business.
3. Ask for the full name & address from a trader BEFORE considering dealing with them. Never rely solely on a mobile phone number.
4. Ask for a written quotation detailing all the proposed work and a final price for the job.
5. Only pay once the work is completed to your satisfaction. Don't pay cash. Don't pay money up front for trader's materials.
6. Check the identity of all callers to your home. Ask for photo identification even if the caller claims to be from a utility company, the police or local authority. Check it carefully with the telephone number in the phone book, NOT the number on the ID.

**Look out for your neighbour – stick together, stay safe.**



[www.safetrader.org.uk](http://www.safetrader.org.uk)  
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**IF IN DOUBT DO NOT OPEN  
THE DOOR, REPORT ANY  
SUSPICIOUS CALLERS TO THE  
CITIZENS ADVICE CONSUMER  
HELPLINE Tel: 03454 04 05 06  
OR THE POLICE Tel: 101**