



Independent Living Centre
Moray Resource Centre
Maisondieu Road
ELGIN IV30 1RX

Tel: 01343 559461

BUYING THROUGH A PAPER OR MAGAZINE ADVERTISEMENT

Ask these questions first?

- Do you really want it?
- Can you afford it?
- Will you ever use it?
- Is it good value, or could you buy it cheaper somewhere else?
- Do you want someone you don't know coming round to your house?
- Once in your house do you trust the seller? Do you feel they have pressured you?
- What will happen if something goes wrong with the item? How far away are the company?
- What if you change your mind? Will you be able to cancel? The company should offer a seven-day cooling off period.
- Will you remember how to contact the seller in the future?
- Is the offer too good to be true?

Don't:

- Ask someone to call unless you are sure you want to buy.
- Don't let a sales person in if you have any suspicions about them.

- Don't agree to buy anything until you have checked prices somewhere else.
- Don't let the salesperson push you into a decision.
- Don't pay for a deposit unless you are sure you want to buy.

Do:

- Get a friend or relative to stay with you when you are expecting a call from a salesperson
- Do shop around for different models and prices.
- Do use a local supplier where possible.
- Do remember if you invite the seller to call, you have few opportunities to change your mind once a document is signed.
- Do ask to see his or her identity card before you let someone in.
- Do ask for written details of your right to cancel.
- Do ask for time to make your mind up, if you are not sure.
- Do pay by credit card when you can. This gives you some protection.
- Do get a receipt with the name, address and phone number of the company on it.
- Do talk to your family or friends before you buy.
- Do fix a security chain to your door.

Remember:

If you did not invite the seller to call, then you generally have seven days to change your mind and cancel the contract.

For more information contact your local Trading Standards Department on 0300 123 4561 or Citizens Advice Consumer Service on 03454 040506.