

October 2018

Consumer Alerts

Beware tarmacers cold calling

Reports have been received of tarmacers operating in both the Tarleton and Clitheroe areas. The cold callers legitimise themselves by saying they are doing work in the area and promise a full guarantee. In one case the traders claimed to be a Limited company but a check on Companies House website showed this was not the case.

Bogus gardening services

Cold callers are offering gardening services in the Bacup area. The work carried out has been of a very poor quality at a very high price and sometimes left unfinished with cut down branches and clippings not removed.

Pushy doorstep selling in the Ribble Valley

We are receiving various reports of pushy traders cold calling vulnerable consumers in No Cold Calling Zones along the A59 in the Ribble Valley, and in the Broughton, A6 area. While not strictly illegal to cold call in these zones, it is discouraged, and there may be offences if traders are told to leave and refuse. Some reports concern argumentative traders, and vans travelling around estates containing a number of men. Residents are advised to look out for their neighbours and to say a firm but polite "No" at the door when cold callers knock.

Trading Standards advice is to always say no to cold callers. The Safetrader scheme can help you find a trader in

your area, contact 0303 333 1111 or go to www.safetrader.org.uk

Beware cheap online electronic goods

Be careful of online advertising for sale of electronic goods such as iPhones, MacBook-Pros or laptops at overly reasonable prices. The buyer is enticed to buy these bargains but as soon as monies are transferred and payment made the seller severs all contact and no goods are received. Sellers tend to be outside the UK and are very difficult to trace.

In the run up to Christmas remember, if it sounds too good to be true, it probably is.

Bogus telephone preference service

We are once more getting reports from Lancashire residents about the Telephone Preference Service scam- where consumers are cold called and asked for credit card details to sign up to TPS.

Remember it is free to sign up to the Telephone Preference Service – contact them on 0345 070 0707

Contact the Trading Standards Service via the Citizens Advice Consumer Helpline on 03454 04 05 06