

Croydon Trading Standards

# Know your rights

## when a doorstep salesperson comes knocking

**If you buy goods or services for more than £42 from doorstep salespeople in most cases you have 14 days to change your mind and cancel.**

**For further info visit:**

**[www.croydon.gov.uk/tradingstandards](http://www.croydon.gov.uk/tradingstandards)**

**email: [trading.standards@croydon.gov.uk](mailto:trading.standards@croydon.gov.uk)**

**telephone: 020 8407 1311**

## **If you buy goods or services for more than £42 from doorstep salespeople in most cases you have 14 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 14 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 including all of the following:

- 1) The conditions, time limits and procedure for exercising your right to cancel, if there is one.
- 2) If you are expected to pay the costs of returning the goods after cancellation you must be informed of this.
- 3) If you expressly request a service contract to start within the cancellation period, you must be told that you will be required to pay reasonable costs of the service that you have received up to the time of cancellation.

If you decide to cancel you must let the trader know in writing within 14 days of being told about your right to cancel.