

November 2016

Consumer Alerts

Fish Sellers

Door to door fish sellers have been reported in the Lancaster area. The fish sellers may mislead householders into buying large quantities of fish, for large sums of money. Often what you buy does not match the description or be what you asked for and the sellers can be very pushy making customers feel they have no choice but to agree to the sale. Customers also have concerns about how the fish has been stored.

Please only do business with regular fish roundsmen that you know and who you buy small quantities of fish from on a weekly basis.

Gardening Services

Beware of door to door selling of compost for around £4 a bag. Although this can sound reasonable the seller can be very pushy and the householder can end up having a large amount of compost dumped on their drive and owing a lot more than the original £4 suggested.

Reports have been received in the St Annes area.

Trading Standards advice is never do business with cold callers.

Telesales Calls

Householders throughout Lancashire are receiving telesales calls about new methods to reduce their heating bills. This

can range from installing a whole new heating system to fitting a device to your existing system that will reduce the amount of electricity you currently use.

Please do your own research before signing up to one of these deals. Independently check the business and the claims made to ensure any savings are worth the cost of the installation. Remember if you sign up to anything in your own home you have 14 days to change your mind.

To reduce telesales calls, join the Telephone Preference Service, call 0345 070 0707 to register.

Email scams

Beware of emails and texts that look as if they have been sent by the DVLA. Complaints have been received that when you click on a link you are taken through to a website mocked up to look like the DVLA online service.

It is a scam. The website asks for your driving licence number and payment information, threatening that you'll lose your driving licence if you don't verify your details.

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

The Safetrader scheme can help you find a trader in your area, contact 0303 333 1111 or go to www.safetrader.org.uk