

August 2019

Consumer Alerts

Doorstep selling of household goods

Residents in the Burnley, Clitheroe and Samlesbury areas have reported door to door sellers of household goods such as tea towels, dishcloths and gardening gloves. The sellers indicate they have been referred by their local Social Services, which is not true, and infer the setup is for a good, almost charitable, cause. Again, this is not true. The goods being sold are very cheap and are being sold at inflated prices.

Do not feel pressurised into buying anything. Remember, you have no right to cancel goods you buy on your doorstep if the value is under £42.

Bogus driveway repairs

Reports are being received of cold callers offering to re pave driveways or to carry out treatments/ work to eradicate weeds, including jet washing. After paying out a considerable amount of money, often the work becomes worthless, with weeds growing back, new paving or tarmac cracking or drainage issues developing.

Beware of cold callers offering these services, often they do not provide valid name and address details and cannot be contacted should faults develop.

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

TV's sold from the back of a van

Do not be tempted to buy a flat screen TV from the back of a van. Reports have been received from around the country of TV's being offered for sale at bargain prices in supermarket car parks and from vans driving round residential areas.

The goods being offered have been shrink-wrapped and been boxed to give the impression that they are authentic, fully working products. Once taken home, purchasers have reported that they do not work and in some cases have been an empty shell.

Scam Netflix Email

Netflix users are being urged to watch out for an email scam asking customers to update payment information. Fraudsters have been stealing personal information by sending out fake emails pretending to be from Netflix.

The email claims there is an issue with the Netflix account or it has been suspended. It states the user needs to 'update' account details in order to resolve the problem and includes a link to a genuine looking Netflix website. The site is a phishing website designed to steal usernames, passwords and payment details.

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