



## Your Rights



- If you spend more than £42 with a trader in your home / on the doorstep you usually have 14 days to cancel your contract and get back any money you have paid.
- Your rights come from The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.
- The trader must give you a cancellation form and specific information about your right to cancel.
- The cooling off period is 14 days and starts as soon as the sale is agreed with the trader and finishes at the end of 14 calendar days starting the day after you receive goods or both agree to the supply of service.
- If the trader has started work early and you didn't agree to it in writing, then you don't have to pay anything if you cancel.



Consider using a trader from our Buy with Confidence Scheme:  
<https://www.buywithconfidence.gov.uk/>

For more information visit: <http://www.bracknell-forest.gov.uk/tradingstandards>  
or telephone 01344 352000



## Protect yourself against Cold Callers



- C**heck if you really need the work doing.
- O**nly use reputable businesses – do you know their geographical address?
- L**et the business know you need time to think.
- D**on't sign on the spot, discuss with a relative / neighbour.
- C**heck discounts / price – does it sound too good to be true?
- A**void handing over money before work has started.
- L**ook out for traders who want to start the work straight away.
- L**et Trading Standards (0345 4040506) or the Police (101) know if you have been cold called.
- E**xercise your right to cancel your contract within 14 days (if applicable).
- R**ead the small print and always read documents carefully.