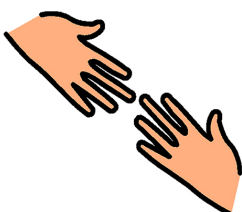


Phone and door to door sales



Easy English fact sheet

2016



You might need help to read this fact sheet.

A friend, family member or support person can help you.



What are phone and door to door sales?

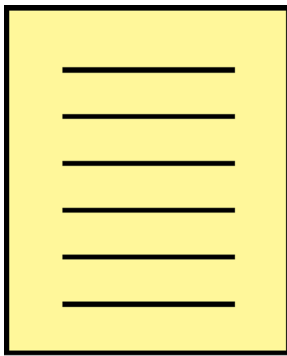
- A person calls or comes to you at
 - home
 - at work
 - in a public place. For example, a shopping centre.
- The person tries to sell you a
 - **product**
 - or
 - **service.**

The person is called a sales person.

A product is something you buy. For example,

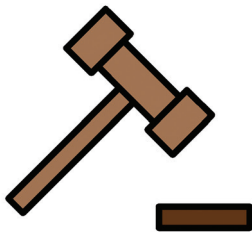
- gas
- electricity
- a holiday
- or
- pay TV.

A service is something you pay someone to do for you. For example, paint your house.



When you buy a product over the phone or at your door

- you will get a contract
- or
- the business will post the contract to you.

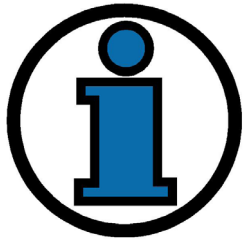


What are the laws?

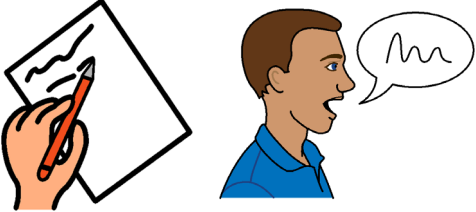
There are special laws when you buy a product or service that costs **\$100 or more**.

These laws protect you when someone sells you a product or service

- over the phone
- at your house or work
- in a public place. For example, a shopping centre.



The sales person must tell you all the information before you buy



The sales person must tell you

- their name and the business name.
- the price and any **discounts**.

For example, you can use a pension card to get a cheaper phone bill.

- any extra money you might have to pay.

Extra money is called a fee or a charge.

The sales person must also tell you

- how long you have to pay.

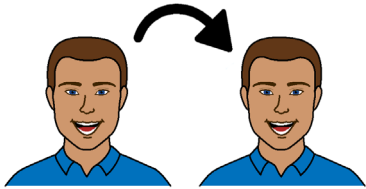
For example, 6 months or one year.

- information about changing your mind

after

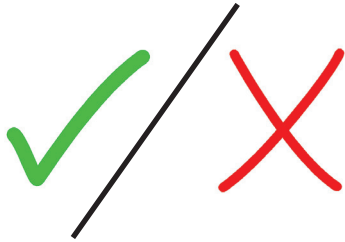
you buy the product.

The sales person **must** tell you the truth.



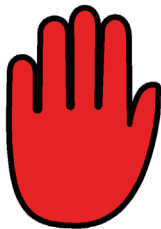
Can you change your mind?

If you buy a product that costs **\$100 or more**, you have **10 days** to change your mind.



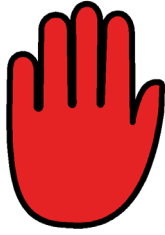
This is called a **cooling off period**.

You do **not** have to pay any money until the cooling off period is finished.



What can you do in a cooling off period?

- You can stop the contract.
- You have to return the product.
- If you have paid any money, you can get a refund.



How do you stop a contract you have signed?

- Phone the business and tell them you want to stop a contract
- or**
- fill in a form and post it to the business.

The sales person must tell you how to stop a contract.

You may have to pay a fee.



When can a sales person visit you?

- Monday to Friday, 9 am to 6 pm
- Saturday, 9 am to 5 pm.



A sales person can **not** visit you on a Sunday or public holiday. For example, Christmas Day or Good Friday.



How do you buy a product?

You agree to buy a product when you say

Yes, I will buy that.

You must

- understand what you are doing
- be able to tell the sales person

Yes, I will buy that.

You agree to buy a product

- in writing
- or
- on the phone
- or
- on a voice recorder.

The sales person must ask for your permission before they can record your voice.



On the phone you can

- say **No, goodbye**
and
- hang up the phone.

At your house you can

- say **No thank you**
and
- close the door.



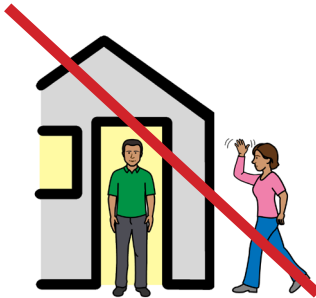
Remember

- You do **not** have talk to a sales person.
- You do **not** have to buy anything unless you want to.
- A sales person can **not** ring or visit you again for 30 days about the same product.
- A sales person can ring or visit you again about a different product.
- If you say **I am too busy to talk**, the sales person can ask you **Can I ring you later?**
You can say **no**.

What happens after you stop a contract?



The business will give you your money back.
If the product is broken, you might only get some of your money back.



Do not visit

There is a sticker you can put on your front door. The sticker says do not knock.

You can get more information

www.donotknock.org.au



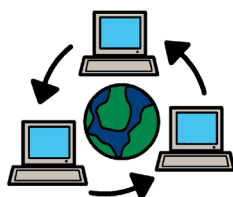
Do Not Call register

- You can tell the government that you do **not** want phone sales people to call you at home.
- You need to phone or fill in a form on the website

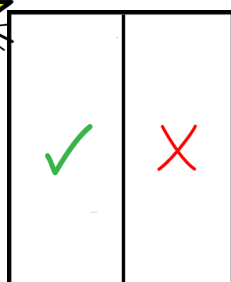
Phone 1300 79 29 58

Website www.donotcall.gov.au

- There are some groups and charities that are allowed to call you.



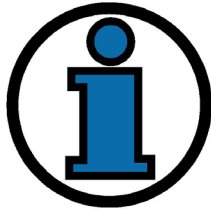
Rules



There are a lot of special rules for people who do phone and door to door sales.



You can get more information from Consumer Affairs Victoria. Look at the next page.



Consumer Affairs Victoria More fact sheets and information

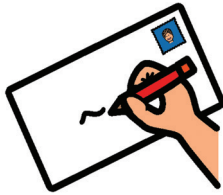
List of fact sheets in Easy English

- Buying Furniture
- Contracts
- Lay-by
- Phone and door to door sales
- Renting - starting a tenancy
- Renting - during a tenancy
- Renting - ending a tenancy
- Refunds, replacements and repairs
- Scams
- Services
- Shopping tips



Phone

1300 55 81 81



Mail

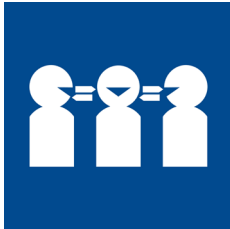
GPO Box 123

Melbourne Victoria 3001



Fax

03 8684 6295



Interpreter

131 450

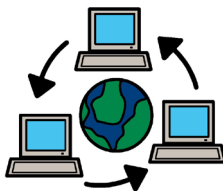


National Relay Service 133 677



Email

consumer@justice.vic.gov.au



Website

www.consumer.vic.gov.au



This information is written in **Easy English**.

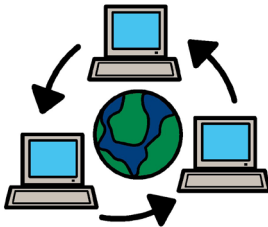
You might need more information about the law.

You can ask **Consumer Affairs Victoria**.

Updated August 2016.

Easy English fact sheet produced by Scope, July 2008.

Look at **Clear Written Communications - The Easy English Style Guide** for information about the format and writing style of this document.



You can find more information at

www.scopevic.org.au or

phone 03 9843 2000.

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Scope's Communication and Inclusion Resource Centre wrote the Easy English. August 2016 www.scopevic.org.au
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