



## Buying from door-to-door salespeople or telemarketers

### Your rights

Under NSW Direct Commerce laws:

- door-to-door salespeople must not visit you between 8pm and 9am, 7 days a week
- you have a 'cooling-off' period of 5 business days during which you can cancel a sale over \$100
- you can ask a salesperson to leave your home at any time and they must do so as soon as practicable
- a salesperson must give you written information about your cancellation rights before the contract is made; telemarketers must give you the information over the phone and follow up in writing.

### Cancelling the agreement

If you wish to cancel an agreement with a salesperson, you must:

- give written notice of the cancellation to the supplier during the 5 day cooling-off period. The written notice may be given personally, by post, fax or email
- return any goods to the supplier or notify the supplier of a place where the goods can be collected. On receiving notification of cancellation, the supplier must immediately refund any money paid by you.

If the supplier does not refund the deposit, or you have concerns that the trader has broken the law, visit or contact your nearest Fair Trading Centre on 13 32 20.

### Do not call!

There are minimum standards for telemarketing and research calls within Australia. A caller must not call or attempt to call as follows:

Days	Telemarketing calls	Research calls
Weekdays	before 9am or after 8pm	before 9am or after 8.30pm
Saturdays	before 9am or after 5pm	before 9am or after 5pm
Sundays	calls prohibited	before 9am or after 5pm
National public holidays	calls prohibited	calls prohibited

There is also a Do Not Call Register so that you can choose not to receive unsolicited telemarketing calls. For more information go to [www.donotcall.gov.au](http://www.donotcall.gov.au) or call 1300 792 958.

## Don't be bullied by sellers

It is unacceptable for salespeople to pressure you into a sale, particularly in your own home. It's not only rude, it's illegal if it involves using physical force, undue harassment or coercion to sell a product. You should not be intimidated by salespeople. They are not guests in your home, they are simply doing a job.

It is your right to ask:

- the name of the company they represent and a business card or other means of identification
- who they are, what they are selling and how much it costs
- for time to think about their offer
- for the seller to leave your home.

Call an Aboriginal enquiry officer on 13 32 20

## Upcoming events

**NAIDOC Week** celebrations are happening throughout various cities, regional towns and communities. Check out Fair Trading Centres and community organisations to find out what is happening in and around your community. To find out more about NAIDOC Week events in your region or community, please contact your nearest Fair Trading Centre on 13 32 20.

The NSW 38th Annual **Aboriginal Rugby League Knockout** plans are under way. Hosts of the Knockout, Wollumbin Warriors from Tweed, have set up an information website. Check out the website at [www.wollumbin.org](http://www.wollumbin.org) or call Fair Trading on 13 32 20.

## The following fact sheets are free and available from Fair Trading:

- Lay-bys – information for consumers
- Scams and how to avoid them
- Buying a car
- Keeping your kids safe

To obtain your copy visit [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au) or contact Fair Trading on 13 32 20.

## Community information presentations

The Office of Fair Trading has 11 Aboriginal Customer Service Officers employed at Fair Trading Centres throughout New South Wales. As well as dealing with consumer complaints, our duties include running information sessions for Aboriginal communities and Aboriginal organisations on a variety of consumer and related issues. Some of the information sessions we present include:

### Fair Trading – consumer rights

To inform consumers on their rights when returning goods, getting items repaired under warranty, lay-by conditions, etc.

### Residential tenancy information for Aboriginal tenants

For tenants to be more aware of their obligations and rights when dealing with issues with their landlords or real estate agents.

### Residential tenancy information for Aboriginal housing providers

To assist Aboriginal landlords dealing with tenancy disputes and to encourage best practice principles in managing properties.

### Planning a funeral

To ensure Aboriginal people are not taken advantage of in their time of sorrow.

### Kooris and cars

To assist young people and inform them of their rights and obligations when preparing to buy a car.

### To arrange a presentation...

If any of the above information sessions interest you, or your organisation, contact your local Fair Trading Centre.

Our presentations don't just provide important information, they're also a great opportunity to network and have a yarn.

To find out more, contact the Office of Fair Trading on 13 32 20.

## Safety tips for winter

Make sure you're aware of the potential fire risks in and around your home this winter. Protect yourself and your family by keeping the following in mind:

- do not place fan heaters in areas with restricted air flow as overheating may occur
- when buying second-hand heating appliances ensure that

they have been tested by a licensed electrician or gas fitter and have been certified as safe

- never leave your home with appliances such as heaters, ovens and stove tops operating
- electric blankets should be checked at the start of each winter for damaged wires, plugs, leads and hot spots. If the electric blanket is damaged - throw it out!

## Call an Aboriginal enquiry officer on 13 32 20

Fair Trading has 24 Fair Trading Centres across NSW. Aboriginal Customer Service Officers are located at the Fair Trading Centres marked with an asterisk\*

Albury

Armidale

Bathurst

Blacktown

Broken Hill

Coffs Harbour

Dubbo\*

Gosford

Goulburn

Grafton\*

Hurstville\*

Lismore\*

Liverpool

Newcastle\*

Orange\*

Parramatta\*

Penrith

Port Macquarie

Queanbeyan

Sydney

Tamworth

Tweed Heads

Wagga Wagga\*

Wollongong\*

Fair Trading enquiries 13 32 20 • TTY 1300 723 404

This newsletter must not be relied on as legal advice. For more information about this topic, refer to the appropriate legislation.

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Please note: this newsletter may contain images of deceased people.