

# Door-to-door sales: what you need to know



## What are door-to-door sales?

Door-to-door sales involve salespeople visiting your home to sell goods and services, including utilities. Often, these salespeople use pressure tactics to influence you into buying something you may not need or can't afford.

## Examples of door-to-door selling

When someone knocks on your door asking:

- to change your electricity company, telephone or internet provider. To convince you to change your provider, they will ask to see your previous bills and then tell you you're paying too much.
- to fix your roof or driveway and offers a discount if you sign up on the day.

Door-to-door sales including telemarketing are sales methods that can lead you agreeing to an unsolicited consumer agreement. You have rights under these sales methods.

This brochure will help you understand your consumer rights when dealing with salespeople at your door.

# Important things to know about your rights

## Contact hours

Door-to-door salespeople **must not** contact you:

- on a Sunday or public holiday
- before 9am or after 6pm on a weekday
- before 9am or after 5pm on a Saturday.

A salesperson can visit and contact you at any time if an appointment has been arranged.

## What to do if salespeople knock on your door

You have the right to ask them to:

- explain upfront the purpose of their visit
- produce their identity card and tell you the company they represent
- leave immediately and they cannot return for 30 days on behalf of the same seller. (It is common for salespeople to sell on behalf of a number of businesses. If you have asked a salesperson to leave, they can visit you again to sell goods or services from another business).

## What to do when you decide to buy something

If you decide to buy something from a door-to-door salesperson and sign an agreement, you must be given a copy of the signed agreement. The agreement must be clearly written and state the:

- salesperson and supplier's contact details and address
- total price including GST and how it is calculated
- rights to cancel the agreement if you change your mind.

## Cooling-off period

If you bought something from a door-to-door salesperson and you change your mind, you can cancel your agreement within 10 business days, which is called the 'cooling-off' period. The cooling-off period can be extended if for example, the salesperson failed to give you a copy of the agreement, and they failed to tell you about the cooling-off period.

You have the same cooling-off rights under the unsolicited consumer agreement sales.

### REMEMBER!

It's OK to say NO! You don't have to buy or agree to anything, or sign an agreement if approached by a salesperson at your door.

Place a 'Do Not Knock' sticker on your door, if you don't want salespeople knocking at your door.

**[www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au) Enquiries: 13 32 20**

Language assistance: 13 14 50 (*ask for an interpreter in your language*)

Indigenous: 1800 500 330 TTY: 1300 723 404 for hearing impaired