

December 2019

Rogue Traders target DIY shoppers

Over the winter period Trading Standards are seeing an increase in reports of cold callers carrying out property repairs in particular roofing, gardening and driveway work. In one case a pensioner in the Fylde area had been spotted by rogue traders whilst buying materials in a DIY shop. The traders asked him if he wanted a hand with the work he was doing, a fairly minor DIY job, they then followed the householder home and proceeded to point out work that needed doing to the house for £1000's, work which was not necessary.

Best advice is to always use local traders you know and trust. Ask family and friends for recommendations and if it is a big job always get 3 quotes. Never feel rushed or pressured into agreeing to work or paying money.

Mattress sellers cold calling

Trading Standards have received complaints about door to door salesmen selling mattresses in the Ormskirk area at nearly £200 each, stating they are famous brands which does not seem to be the case. Please be warned that mattresses need to undergo safety testing before supply and should be labelled with information relating to flammability. If buying mattresses door to door you are unlikely to be able to enforce your legal rights if they are faulty or misdescribed.

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

Scam inheritance letter

Have you received a letter from an Equity Trust Head Auditor working for a finance company based in Texas claiming they have discovered a floating fund of over \$5million and are contacting you as you share the same last name as the deceased fund holder? The letter encourages you to keep the matter private and states you will get a 40% share in the money. This is a scam, do not be tempted to make contact with the correspondent.

Scam Amazon Telephone calls

The scam involves an automated call stating the victim has been charged for an Amazon Prime subscription. They are then told to press 1, and are connected to a scammer posing as an Amazon worker. When they try to cancel the subscription the scammer tells the victim the Amazon Prime subscription was purchased fraudulently and that they need remote access to the victim's computer in order to fix a security flaw. Other variations of the crime involve victims being told they are due a refund for an unauthorised transaction.

Callers offering to buy jewellery

Households in the Ribble Valley have received a leaflet offering to buy valuable items, with a follow up visit the next day. Do not make any hasty decisions, if you have items to sell, shop around. Beware of pushy selling and low valuations.

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

