

**Your rights
explained**

Buying from someone at home?

Feel confident when
you see this sign



Things to check when buying from home

You should always:

- check the seller's identity – the caller should provide literature containing the name, address and phone number of their company. If you're unsure, call and check that the caller is genuine through a number in the phonebook (not the number the caller has given you)
- check your right to a cooling-off period – a seller must provide you with clear and accurate written information on your cancellation rights
- check that the product you are offered is covered by a guarantee, make sure you get a printed receipt
- look for the DSA / OFT Approved code logo.

and never:

- be pressured into making a decision on the spot
- sign any order forms or pay any money until you are absolutely sure of the identity of the sales person and the company.

and never:

- accept verbal promises about special prices and terms of delivery –always check that special terms are confirmed in writing.

Buying from a DSA member

Members of the Direct Selling Association (DSA) have signed up to a code that protects and promotes consumers' interests beyond the basic requirements of the law.

Sellers who display the DSA/OFT Approved code logo are offering you peace of mind and reliable customer service.

The advantages to you if you buy from a DSA member are:

- 14 day cooling-off period during which you can cancel the contract, which is double the 7 day cooling-off period required by law
- a guide to shopping at home
- trained direct sellers committed to act with integrity and not use misleading, deceptive or unfair practices
- a free independent arbitration scheme
- on-going monitoring of customers' satisfaction.

To find out more

For more information on the Consumer Codes Approval Scheme and a list of DSA code members who are licensed to display the OFT Approved code logo please visit **www.oft.gov.uk/codes** or contact the Direct Selling Association (DSA).

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Call 0800 389 3158 for more free copies of this publication or to request a different format.

Published by the Office of Fair Trading

Printed in the UK on at least 50% recycled paper

Product code OFT772

Edition 01/10

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