

# Consumer publications list

## Consumer tips

May 2008

**A fair pitch for your holiday caravan (OFT770)**

A guide to unfair terms in agreements for static holiday caravans.

7 pages. A4. August 2005.

**A quick guide to buying or selling your home (OFT744)**

Tips on what to look out for when you're buying or selling a home using an estate agent, plus some useful addresses.

12 pages 1/3 A4.

Web availability only.

**Are they fit to join? (OFT380)**

This leaflet is designed to help you spot unfairness, whether you are thinking of signing up to a health club or if you have concerns about current membership.

8 pages. 1/3 A4.

September 2004.

Web availability only

**Buy with confidence when you see this sign (OFT812)**

A guide to the OFT Approved code of practice.

6 Pages. 1/3 A4.

February 2008.

**Buying a new car? Check the warranty before you sign...**

All new cars come with some sort of warranty covering parts failure, but the terms and conditions attached to these warranties vary.

6 pages. 1/3 A4. June 2006.

Web availability only.

**Buying a PC (OFT615)**

Guides you through the jargon and tangle of buying a PC.

Includes a checklist

12 pages. 1/3 A4

March 2005.

**Buying timeshare holidays (OFT670)**

Avoiding the pitfalls.

12 pages. 1/3 A4.

September 2003.

**Can you stop the person you care for from being scammed? A guide for carers and care professionals (OFT972)**

Tips on how to help protect the elderly from scams.

12 pages. A5. February 2008.

**Welsh edition.** (OFT972w)

**Congratulations! You have not won a free luxury holiday! (OFT642)**

Tells you what to watch out for if you are being offered membership of a holiday club.

8 pages. A4 February 2008.

**Don't let them con you (OFT973)**

Tips for the elderly on scams.

This also accompanies OFT972.

2 pages. A4. February 2008

**Welsh edition.** (OFT973w)

**Extended warranties - Do you need one (OFT399)**

Key questions you should ask yourself when considering buying an extended warranty. With information to help you reach your decision.

6 pages. 1/3 A4. October 2002.

**Fair terms for care (OFT688)**

Care homes for older people in the United Kingdom

A guide to unfair terms in privately funded care homes contracts.

10 pages. A4. August 2005.

**Having work done on your home (OFT118a)**

# Consumer publications list

A step-by-step guide  
20 pp. 1/3 A4. March 2005.

**How to get a better deal from your garage (OFT310)**  
A leaflet to help you get the best deal from your garage.  
6 pages. 1/3 A4.  
September 2000.

**How to recognise a scam (OFT764)**  
Tips on how to spot scams and how to avoid them.  
6 pages. A5. February 2008.  
**Welsh edition.** (OFT764w)  
12 pages. A5. February 2008.

**Making a complaint under the OFT Consumer Codes Approval Scheme (OFT776)**  
A step by step guide to making a complaint about traders who are members of a trade body signed up to an **OFT Approved code of practice.**  
6 pages. 1/3 A4. March 2005.

**Save Xmas (OFT924)**  
A guide to the options available when paying for Christmas.  
4 pages. A4. July 2007.

**Scambuster (OFT831)**  
Examples of different types of scam and how to protect yourself.  
24 pages. A5. February 2008.  
**Welsh edition.** (OFT831w)  
48 pages. A5. February 2008.

**Shoppers' rights (CDSR)**  
A guide for consumers in England, Wales and Scotland. Published by Consumer Direct.  
20 pages. 1/3 A4. April 2007.

**Shopping from home (OFT334)**  
Outlines your rights as a consumer when shopping over the phone, on the internet, by digital television, by mail order, or by fax.  
20 pages. 1/3 A4.  
June 2006.

**Unfair tenancy terms (OFT381)**  
A guide to unfair terms in tenancy agreements which also lists useful sources of information on this subject.  
8 pages. 1/3 A4. February 2005.

**Unfair terms in consumer entertainment contracts (OFT691)**  
Helping you as a consumer to spot unfair terms, in contracts for entertainment.  
8 pages. 1/3 A4.  
December 2004.

**Using an estate agent to buy or sell your home (OFT167)**  
A guide to using estate agents to buy or sell property.  
16 pages. A5 January 2002.  
**England and Wales editions.**  
Web availability only.  
**Scotland edition.**  
Web availability and printed copies.

**Your doorstep, your decision (OFT733a)**  
A guide to keeping control of doorstep sales.  
16 pages A4. November 2006.

**Your guide to private dentistry**  
Basic advice if you are considering private dental treatment.  
10 pages. 1/3 A4. August 2003.  
Web availability only.

## Consumer tips

May 2008

# Consumer publications list

## Personal finance

May 2008

### **Are you store card smart?**

Tips and help on store cards.  
Fold out pocket card. August  
2004.  
Web availability only.

### **Be choosy about credit**

Flyer and pocket card aimed at a  
general audience, encouraging  
consumers to think about credit  
choices.  
Flyer (OFT823)  
Pocket card (OFT824)  
December 2005.  
Web availability only.

### **Credit advice for young people**

Campaign literature aimed at  
18-24 year olds offering advice  
on credit. The information is  
presented on colourful credit card  
sized pocket cards in five  
different styles:  
Dreamy or Dreary? (OFT824a)  
Cool or Fool? (OFT824b)  
Best or Bust? (OFT824c)  
Hot or Not? (OFT824d)  
Hero or Zero? (OFT824e)  
Pocket card. December 2005.

### **Equal liability**

Explains where responsibilities lie  
between the supplier and credit  
grantor when there is a  
misrepresentation or a breach of  
contract by a supplier.  
4 pages. A4. June 2005.  
Web availability only.

### **Hire purchase (OFT809)**

Explains how HP agreement  
works.  
8 Pages. A4. April 2006.

### **In debt? Help yourself out!** (OFT681)

A pocket guide with useful tips to  
help yourself get out of debt.  
Fold out pocket card.  
November 2003.

### **Shop for credit**

Credit is a product like anything  
else you buy. Get the answers to  
the questions in this leaflet before  
you sign to make sure the deal is  
what you want.  
6 pages. 1/3 A4. January 2005.  
Web availability only.

### **Think...before you borrow** (OFT319)

A brief guide on how to take  
control of your spending and  
avoid getting into debt  
6 pages. 1/3 A4.  
May 2005.

### **Top ten credit tips (OFT364)**

Ten things to remember if you  
use a card to buy goods or  
services.  
4 pages. 1/3 A4. February 2005.  
Also available in Welsh.

### **What type of plastic? (OFT360)**

Explains the differences between  
the types of card available, and  
lists points to remember when  
using cards.  
6 pages. 1/3 A4. October 2004.

# Consumer publications list

## About the work of the Office of Fair Trading May 2008

### **OFT Annual report and resource accounts for 2006-07**

The report gives a comprehensive overview of the work of the OFT during 2006-07. House of Commons Paper 532.  
Price £18

This publication is a sale item available only through The Stationery Office Limited and stockists of their publications.

It can be ordered from:  
The Publications Centre  
PO Box 29, Norwich NR3 1GN  
Telephone: 0870 600 5522

Alternatively look at the annual report on our website – see below for details.

### **Executive summary of the annual report and resource accounts 2006-07 (OFT922)**

A summary of the full report. Available to download from the website only.

### **Annual plan 2007-08**

The OFT's objectives for 2007-08.  
22 pages, A4. March 2007.  
Available to download from the website only.

### **Race equality scheme 2003 (OFT671)**

Sets out the OFT's commitment to promoting equality.  
104 pages. A4 September 2003.

### **Race equality scheme update**

This document is an update on the OFT's Race equality scheme published in September 2003. It should be read in conjunction with that document. Available to download from the website only.  
17 pages, A4. June 2004.

### **OFT consultation and research reports**

The OFT publishes a number of consultation documents, research findings and principal reports throughout the year. Details of these are publicised in the media when they are published. Free copies can be obtained from the same address and phone number as our other publications. A list of all our reports is also available from the same address and telephone number or can be downloaded from our website. And they are published on our website – see below for details.

### **The OFT on the internet**

There is information about the work of the Office of Fair Trading on the internet. This includes listings of all OFT publications. Publications can also be ordered via the internet: [www.offt.gov.uk](http://www.offt.gov.uk) or by email: [oft@ecgroup.co.uk](mailto:oft@ecgroup.co.uk)

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London EC4Y 8JX.

### Out-of-date publications

The following OFT publications are no longer issued. If you have stocks of any of these publications, please note that they might be out-of-date. If you have any doubts as to whether a publication is useable, ring OFT Communications on 020 7211 8182 for assistance.

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Buying a service  
Buying by Post  
Choosing a care home  
Creditwise  
Debt  
Funerals  
Hot shopping tips  
No Credit?  
Merger submissions  
Monopolies and anti-competitive practices  
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Your rights when shopping

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How to recognise a scam	<input type="checkbox"/> OFT764
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## Personal finance

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List of OFT reports  OFT003

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