

Buying from doorstep traders

Your right to cancel



Buy something for more than £35 from doorstep salespeople and you have 7 days to change your mind.

Spend more than £35 with a trader in your home, and in most cases you have 7 days to change your mind and cancel. Your right to cancel should be given to you in writing by the trader. If you're not given this information, they can't hold you to anything in the contract.

If you decide to cancel you must let the trader know in writing within 7 days of being told about your right to cancel. Keep a copy of your letter or email as proof of cancellation.

Think carefully before you agree to have any work done or goods delivered within the 7 days, as you might have to pay if you then decide to cancel.

Don't agree to buy on credit without looking at other loans on the market which might cost you less overall, but remember



that such credit agreements will not automatically be cancelled if you cancel your order.

Traders who display the joint Direct Selling Association and Office of Fair Trading Approved code logo (as shown below) are committed to offering reliable customer service.

For more information and advice call Consumer Direct on 08454 04 05 06 or visit www.consumerdirect.gov.uk



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