

# Direct Selling Association OFT Approved code of practice



**BUYING FROM SOMEONE AT HOME?**



**LOOK FOR THIS SIGN AND  
BUY WITH CONFIDENCE**

## **Buying from a DSA member**

**DSA members 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:**

- a 14 day cooling-off period during which you can cancel the contract
- a consumer 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](http://www.oft.gov.uk/codes) or contact the Direct Selling Association (DSA).

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