

Beware door-to-door sales: what you need to know

A door-to-door sales person may knock at your home and:

- try to sell you something
- ask you to change your gas, electricity or telephone supplier.

This might end up costing you a lot more money or be a scam. A scam is a trick to get money from you.

You do not have to:

- change your gas, electricity or telephone supplier
- sign a contract
- give out your personal information
- let the person into your home
- show the person your bills.

You can:

- put the DO NOT KNOCK sticker on your door
- ask the salesperson to go away
- take your time to decide. Look at the prices and services offered by other suppliers
- ask for a copy of the contract
- get free advice before signing anything.



If you sign a contract from a door-to-door sale at home, you may have a 10-day 'cooling off' period. This means you can change your mind and take steps to stop the contract.

You must act quickly. If you are not sure what to do get advice.

There are rules about sales people



They can only visit between 9.00am and 6.00pm Monday to Friday and on Saturday between 9.00am and 5.00pm.

They can not visit on Sunday or public holidays.

Where can I get help?

If a sales person breaks this rule or ignores the DO NOT KNOCK sticker you can:

- get their name, company, date and time of visit
- go to www.donotknock.org.au to make a complaint.

To find out more about door-to-door sales, contracts and debts:

- call the **Legal Services Commission** on 1300 366 424 or go to www.lsc.sa.gov.au

If you cannot work out your problems with your electricity or gas provider contact the **Energy Industry Ombudsman SA** on 1800 665 565

For help with problems about telephone or internet services contact the **Telecommunications Industry Ombudsman** on 1800 062 058

You can also stop companies calling you to try and sell you things by contacting the **Do Not Call Register** on 1300 792 958 or go to www.donotcall.gov.au



Legal Services Commission
OF SOUTH AUSTRALIA