

Need
to KNOW



Cold calling

Your legal and social responsibilities



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Cold calling

Need to KNOW



Your legal and social responsibilities...



Must:

- **Leave** when asked
- Use correct **written** notice for services or goods £35 or more (7 day cooling off/cancellation)
- Have **written** permission & give notice prior to immediate work
- Give **genuine** full name or Ltd company, plus postal address
- Have a **pedlar's certificate** if selling goods (trinkets, pegs, crafts etc)



Must not:

- Visit 'no calling zones' or where door/window stickers are displayed
- Lie, exaggerate, pressure, abuse, harass or intimidate customers
- Take customers to bank/building society



Tips:

- Be professional; carry checkable ID, business cards, flyers
- Join 'Buy with confidence' Trading Standards scheme
- Good character & 17+ apply at police station for a pedlar's certificate (Valid 1yr in UK, small fee plus photo ID & proof of address)



A crime is committed if:

- **No written** notice (customers will not have to pay for work done)
- Making **repeat** visits to premises displaying signs (new in 2011)

A quick guide document, not a statement of law & subject to change

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