

Trading Standards BUSINESS MATTERS

February - May 2010

Up-to-date news for Businesses

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How to Contact us

Telephone:
(0116) 305 8000

Email:
tradingstandards@leics.gov.uk

www.leics.gov.uk/tradingstandards

www.askcedric.org.uk

Business Advice

Confidential, free advice on all trading standards matters including help for you to solve your consumer complaints. We can also help you to access available Rural Business Grants

Beware of **FREE** trials

Beware, those free trials may have a cost!

Trading Standards is warning businesses to be vigilant when subscribing to a free trial for goods or services. Subscribing to a free trial often means entering into a long term contract with the business. This can mean your business is required to pay for further goods or services until the contract is cancelled.

If a member of staff subscribes on behalf of your business, you may still be obliged to pay for goods or services even if you had no knowledge of the contract.

Don't get caught out:

- Always read the small print about how and when to cancel
- Ensure you cancel before the end of any trial period if you do not wish to continue the contract
- Speak to your staff about purchasing policies and their responsibilities

If you feel a business has deliberately misled you into subscribing for a free trial contact our business advice line on 0116 305 8000 or visit www.ripofftipoff.net.

Become a **Trustmark** Tradesman

TrustMark is the Government backed initiative to help consumers find reliable and trustworthy tradesmen. Trading Standards are working in partnership with Exor Management Services to promote the scheme to Leicestershire consumers and businesses.

If your business carries out work on homes you can apply to become a member of the scheme, which will help in marketing your business.

By joining the scheme your business will be promoted in the daily work of Trading Standards and Consumer Direct. Consumers looking for a trustworthy trader to work on their home will be directed to the TrustMark

website or telephone number, where there is a database of over 250,000 tradesmen sorted by profession and proximity to consumers.

If your business is interested in becoming an approved trader, you will need to comply with the requirements of a Code of Practice which sets out how you deal fairly with customers.

If you would like to find out more call Exor on 0871 930 7274 or contact the Trading Standards Business Advice line on 0116 305 8000 or email tradingstandards@leics.gov.uk.



Improved **FREE** Business Support

A new scheme is being launched in North West Leicestershire to provide a single point of contact for businesses.

Trading Standards are working with other organisations so that when a business contacts us, we can tell you if the services of other agencies in the scheme can be offered as well.

This helps businesses in that one contact can help to identify your needs, thus saving time and money for the business. You

don't need to do all your own research into the appropriate agencies for all their requirements.

Organisations involved in the scheme include North West Leicestershire District Council, Business Link, Federation of Small Businesses, Leicestershire Fire and Rescue, Leicestershire Police and the Chamber of Commerce.

To find out more contact our Business Advice line on 0116 305 8000 email tradingstandards@leics.gov.uk.



Need advice for a **new business** or **new trade sector**?

Whether you are starting up a new business or marketing a new product, Trading Standards can help with advice to help your business thrive.

The Trading Standards Service has seen an increase in calls to its Business Advice Line from individuals looking to start up a business for the first time.

Prospective businesses have asked for advice on various subjects such as

cosmetic safety rules, meat labelling, the validity of refund notices, licensing for mobile food vendors, trademark legislation and the requirements when selling on line. Callers vary from traders with no knowledge at all and wanting basic

information to start their business, to more experienced business callers asking for clarification of trading law in a new trade sector.

For advice on trading laws that apply to your business, ring the Trading Standards Business Advice Line for free, expert and friendly advice on 0116 305 8000 or email tradingstandards@leics.gov.uk.

Cancelling contracts made in a consumer's home



Does your business visit customers in their home? During the visit, does the customer agree to buy goods or services from you? Do the goods or services they buy cost over £35?

If your answer is 'yes' to the above, then you must give your customer a written notice that they have 7 days to cancel the contract.

The Cancellation of Contracts made in a Consumer's Home or Place of Work etc. Regulations 2008 came into force on 1st October 2008. The Regulations relate to both solicited visits (made at the express

request from the customer) and unsolicited visits (not requested by the customer).

The Regulations require that a 'Notice of Cancellation' is clearly visible to the customer and there are specific requirements about what should be included in the notice.

There are some exceptions to the above, however, failure to comply is a criminal offence and the contract is unenforceable against the customer.

If you need further advice, please telephone the Trading Standards Business Advice Line on 0116 305 8000 or email tradingstandards@leics.gov.uk.

