

# Fireworks

Unless a shop is specially licensed, fireworks may only be sold during the following periods:

**Diwali - Bonfire Night period**  
14th October to 10th November 2009

**New Year Period**  
26th to 31st December

**Chinese New Year period**  
11th to 14th February 2010

If you know of a shop in the County that is selling fireworks at other times, or is selling to under 18s, please let us know by contacting **Consumer Direct** on **08454 04 05 06**.



Under rules enforced by the Police, it's illegal for anyone under 18 to possess fireworks in a public place, or for anyone to let them off after 11pm except on Diwali day, Bonfire Night, New Year's Eve and Chinese New Year.

If you have any feedback, go online and visit [www.leics.gov.uk](http://www.leics.gov.uk)

FREE

# Trading Standards CONSUMER AFFAIRS

October 2009 - January 2010

Up-to-date news for Consumers

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## Buying a Used Car? Avoid problems and know your rights

Buying a car is likely to be one of the largest purchases you will ever make, so it is essential that you equip yourself with useful information before you go ahead.

When you buy a second hand car from a trader you have the right to expect the car to be:

- of satisfactory quality
- fit for its purpose
- as described

Some second hand car sellers may try to get out of their obligations to you, by claiming that the car is used and sold as seen. This type of statement is illegal. It is correct that the seller may take in to account 'wear and tear' issues but the car must still be:

- fit for use on the road
- in a condition which reflects its age and price
- reasonably reliable



When you buy from a motor trader, your legal rights as a consumer are under the **Sale of Goods Act 1979** (as amended) and cannot be taken away or reduced.

Our website contains detailed leaflets on pre shopping advice and your legal rights when things go wrong.

[www.leics.gov.uk/  
consumerleaflets](http://www.leics.gov.uk/consumerleaflets)

If you have a problem with a second hand car you have recently purchased and think the trader is not fulfilling his obligations, contact **Consumer Direct** on **08454 04 05 06**.

Tell us what you think about Consumer Affairs!

Simply visit [www.leics.gov.uk/consumeraffairs](http://www.leics.gov.uk/consumeraffairs) and fill out the Consultation Form so we can improve our services for you.

## How to Contact us

If you have a problem with something that you've bought or work you have had done, please contact our consumer advice service.



**Telephone:** 08454 04 05 06\*

**Minicom:** 08451 28 13 84

**Website:** [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)

\* Calls to the Consumer Direct 0845 numbers are charged at no more than four pence per minute from a BT landline. Call charges from other landline providers or mobile phones may vary. Please check the rate with your phone service provider.

### Opening hours:

8am to 6.30pm Mon- Fri, 9am to 1pm Sat  
CLOSED on bank holidays and public holidays.

After your call to Consumer Direct your complaint or enquiry may be referred to Leicestershire Trading Standards Service if appropriate.

Our Business Advice Service is available on 0116 305 8000

This information can be made available in large print or an alternative language. Please phone Consumer Direct.

Our aim is to promote a fair and safe trading environment for the people of Leicestershire. Whether you are a consumer or a business you are equally important to us.

## Product Recalls

Log onto the following website to check the **latest product recalls**:

[www.tradingstandards.gov.uk](http://www.tradingstandards.gov.uk)

If you have any topics that you would like covered in future editions or any comments about this publication please email [cscssmarketing@leics.gov.uk](mailto:cscssmarketing@leics.gov.uk) or telephone 0116 305 6988.

For further advice and information contact  
**Consumer Direct on 08454 04 05 06**

# Excess packaging

Christmas is a time of goodwill and seasonal cheer, which means we buy extra food, drink and of course presents. Over flowing bins and extra bags of rubbish are common sights in the streets after Christmas, as our seasonal celebrations create more than the usual amount of waste.

Disposing of household rubbish is a problem for consumers and local authorities and a significant amount of the rubbish generated at Christmas will most likely be from packaging.

The laws on packaging set essential requirements that businesses must meet, including obligations to ensure that only the minimum amount of packaging necessary is used and that packaging materials are environmentally friendly. The aim of these laws is to reduce the amount of packaging waste that ends up in landfill and any that does is as friendly to the environment as possible.

Many households will probably spend Christmas morning wading through discarded wrapping, plastic ties and boxes, so look for the recycling symbols to help you to recycle as much of the packaging as possible. For instance a large manufacturer of chocolates popular at Christmas time, packages its product in a container that is microwave, dishwasher and freezer proof to encourage consumers to use it again rather than throwing it away.



Remember that your reusable shopping bags aren't just for food, they can be used when shopping for presents and decorations.

**Complain to Trading Standards if you think a product is over packaged and/or with postal goods the transit packaging is excessive, by contacting Consumer Direct on 08454 04 05 06.**

**For more information on packaging and recycling visit [www.recyclenow.com](http://www.recyclenow.com)**

# How to Complain

If you have a problem with any goods or services you should contact Consumer Direct in the first instance, either by phone or by obtaining information from [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)

After doing so you will understand your rights and the business' obligations to you as a consumer.

When you need to complain about any goods or services you should do so in a calm manner, even if you are angry and/or distressed. There is no problem with being assertive, provided you are not aggressive and/or rude. Be clear about what you want whilst remaining polite.

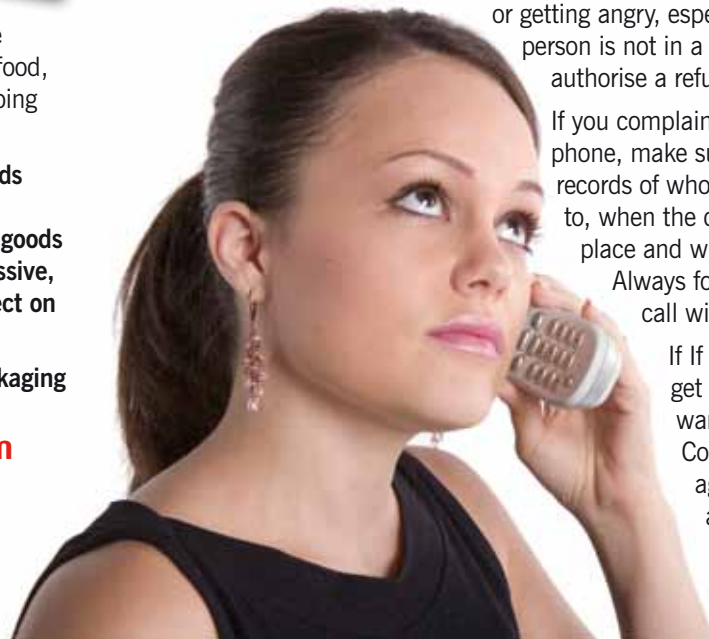
Back up your claim in writing, wherever you can for those more costly items or ongoing problems. Keep records such as receipts, copies of letters, emails and notes from phone conversations. Never send original documents - send photocopies.

Complaining in person can be more effective, so ask to speak to the person in charge and discuss your complaint.

There is no point in losing your temper or getting angry, especially if the person is not in a position to authorise a refund.

If you complain on the phone, make sure you keep records of who you spoke to, when the call took place and what was said. Always follow up your call with a letter.

If you do not get what you want, contact Consumer Direct again for more advice.



## Unwanted Telephone Calls

How can you stop receiving those unwanted sales and marketing telephone calls? Simple – register your phone number with the Telephone Preference Service (TPS). It is a free service and is the official central 'opt out' register on which you can record your preference not to receive unsolicited sales or marketing calls. It is a legal requirement that all organisations (including charities, voluntary organisations and political parties) do not make calls to numbers registered on the TPS, unless they have your consent to do so. **You can register with the TPS on their web-site [www.tpsonline.org.uk/tps](http://www.tpsonline.org.uk/tps) or phone them on 0845 070 0707.**

