

# Facts



# Information

[www.consumer.tas.gov.au](http://www.consumer.tas.gov.au)

Hotline : 1300 65 44 99



## Direct Selling

### For buyers

Have you been approached by a door to door salesperson and not had time to think before you agreed to buy? In Tasmania you are entitled to a Cooling Off period, which allows you ten days to consider the purchase, and to decide whether it represents value for money and you are happy to proceed with the contract.

The Cooling Off period is there for your protection, so use it to check that you are fully satisfied with your decision to buy the goods or service. And use the following checklist to make sure that the salesperson complied with the *Door to Door Trading Act 1986*.

### Checklist

Firstly, the goods or services sold must be \$50 or more.

If they are, go through the following points carefully. If the answer to any question is 'No', it is important that you contact Consumer Affairs and Fair Trading.

Did the salesperson :

1. introduce themselves by name?
2. give the name of the business?
3. tell you what they were selling?
4. call on you between 9am and 8pm on a weekday or between 9am and 5pm on a Saturday?
5. explain what the cooling off period was for?
6. tell you how to cancel or rescind the contract?
7. give you two notices on how to cancel or rescind the contract?
8. refuse to accept any payment you offered before the cooling off period expired?
9. inform you that work cannot begin or money change hands before the cooling off period has expired?
10. give you a chance to decide for yourself?
11. help you and not use any pressure to encourage you to sign the contract?

**If you answered 'No' to any of these questions, or if you feel that you have not been fairly treated, contact Consumer Affairs and Fair Trading.**

### For sellers

If you **cannot** answer 'Yes' to every one of these questions, you may be liable for prosecution under the *Door to Door Trading Act 1986*.



Consumer Affairs and Fair Trading  
*Maintaining a fair, safe and equitable marketplace*