

DOUBLE GLAZING CON

Staffordshire Trading Standards Officers are warning consumers to be on their guard against a firm reportedly targeting local residents and using high pressure sales tactics to persuade them to buy unnecessary new windows.

One sales person told a consumer that there was 'new legislation coming into effect which would enable consumers to get a discount on their council tax if they got double glazing' - this is totally untrue. Some consumers who already had double glazing were told they had to have their existing windows replaced every 6 years.

These salespeople are using what's called 'high pressure tactics' to get people to buy their product quickly, and they will say anything to get your money.

Many sales people who work like this are very experienced and can make their 'sales pitches' sound really convincing, even 'official' and can become very assertive to get you to sign on the dotted line.

Staffordshire Trading Standards Officers are advising consumers to be vigilant when dealing with traders.

Don't agree to let salespeople into your home. If you are tempted by a product or service, don't buy it straight away but go see if its cheaper elsewhere—it usually is! And remember 'the customer is always right' so don't let them bully you into paying for something you don't even want or need. You have consumer rights and the right to say "NO THANK YOU".

All our alerts are available in a range of formats and languages, including large print. Please contact Cath Wohlers if this would be helpful to you, or to someone you know.

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