

DOOR-TO-DOOR SALES RIGHTS

More and more businesses are now using door-to-door sales to market and sell products and services.

Under the Australian Consumer Law, consumers now have extra rights and protections when dealing with uninvited salespeople who approach them at home.

These rights apply when you buy goods or services that cost over \$100 or if the price is uncertain.

Under the new laws, salespeople must show you their identity card and state the reason for their visit. It is wise to check their card—it must tell you the person's name, and the name and address of the company they represent.

The only times salespeople can visit you are between 9 am and 6 pm on weekdays and 9 am and 5 pm on Saturdays. They cannot visit on Sundays or public holidays.

You have the right to ask a salesperson to leave at any time. After you do this, they must leave straight away and not come back for 30 days.

You don't have to buy goods or services that you did not ask for and you have the right to say no—your signature is valuable. You don't have to agree to anything on the spot and should never sign up for anything if you feel pressured or don't fully understand the offer or costs involved.

The salesperson must explain that if you sign a contract you have the right to cancel it for any reason, without penalty, within 10 business days. During this cooling off period, businesses cannot take any payments from you.

You can cancel the contract even if you have already received the goods. All you need to do is notify the business.

To find out more about your rights when dealing with door-to-door salespeople, visit www.accc.gov.au/doortodoor or call 1300 302 502.

SAFER ONLINE DATING

Dating and romance scams cost Australians more than \$21 million in 2011, with more than 2100 people reporting scammers to the ACCC.

To help combat the growing problem and support efforts by dating and romance websites, the ACCC recently launched voluntary guidelines for the industry.

The guidelines were developed by a working group comprising dating website operators and the ACCC.

'Online dating is an increasingly common way for people to meet each other. However, the growing number of scammers undermining public trust in legitimate businesses is an area of concern to the ACCC,' Deputy Chair Dr Michael Schaper said.

'These scams often involve a genuine user of a dating website being contacted by a potential admirer, who is actually a scammer in disguise.

'After forming a relationship with the victim, the scammer plays on emotional triggers to get the victim to provide money, gifts or personal details.

'Dating and romance website operators have taken significant steps to tackle the problem. The guidelines are intended to improve and support those measures and provide guidance on how to better protect users from scams.'

The guidelines are available at www.accc.gov.au/DatingSiteGuidelines.