



STOP DOOR TO DOOR SALES PEOPLE KNOCKING

When a 'Do Not Knock' sticker is placed on your door, by law a door-to-door salesperson cannot visit your home. If a salesperson breaks this law and ignores the sticker you can contact the Australian Competition & Consumer Commission (ACCC) on 1300 302 502 to make a complaint. Make sure that you get details of the salespersons name, the company name they represent, date and time of the visit.

Remember that if you ask the salesperson to leave, they must leave immediately. You do not have to let the salesperson into your home.

STOP MOST TELEMARKETING CALLS

Phone the DO NOT CALL Register on 1300 792 958 or carry out an online registration at www.donotcall.gov.au to register your home, personal mobile and fax numbers. Telephone marketers and fax marketers must not contact you once you are registered. Registration is free and managed by the Australian Communications and Media Authority. Some groups including charities, social researchers, religious organisations, educational institutions and political parties can still call you even though you are on the Do Not Call Register.

USEFUL INFO: When a salesperson contacts you in person or on the phone unexpectedly and you buy from them, it is called an 'unsolicited' consumer agreement.

REMEMBER, YOU DO NOT HAVE TO

Agree to anything

change your electricity, gas or telephone company

sign a contract

give a salesperson any money;

show them your bills.

YOU CAN SAY NO!

10 DAY COOLING OFF PERIOD

Did you know that if you sign a door-to-door sale contract or agree to a telemarketing contract and you change your mind, there is a **10 day cooling off period** for you to cancel your contract? Make sure you do this as quickly as possible and seek legal advice if necessary.

LIMITS ON TIMES SALESPEOPLE CAN CONTACT YOU

Did you know that salespersons and telemarketers can only visit or phone you between 9.00am and 6.00pm Monday to Friday; 9.00am to 5.00pm on Saturdays and they are not allowed to visit or phone you (*unless you agreed*) on Sundays and Public Holidays.

FURTHER INFORMATION

Contact the South East Community Legal Service Inc. for a *Do Not Knock* sticker and free legal advice about door-to door & telemarketer sales, debts and contracts.