



## Door to Door Sales

Thousands of Saskatchewan consumers have purchased things from door-to-door sellers over the years. In most cases, problems did not occur. However, on some occasions, people have complained to the Saskatchewan Consumer Protection Branch about problems they have experienced.

Most problems reported to the Branch are about the price and quality of the products or services being sold door-to-door. Some people have complained about lack of service when something goes wrong with the product or service they have purchased.

The following precautions should be considered before making this type of purchase:

- Always ask to see either a licence or some form of approved identification.
- Always telephone Consumer Protection Branch to find out if a certain salesperson's licence or identification card is approved and valid, and if the salesperson's company has a valid vendor's licence under *The Direct Sellers Act* to sell in the province.
- Read any contract carefully. All direct sales contracts must contain certain information including the name and address of the company or firm, and a statement outlining your right to cancel the contract within ten (10) days of signing it. Telephone solicitations are also considered to be "direct sales".



***Always make sure that a door-to-door seller or sales company is licensed to sell under The Direct Sellers Act in Saskatchewan***

- Remember, you have a ten (10) day "cooling-off period" in which to change your mind about a door-to-door sale. You can cancel the contract by sending a cancellation notice to the seller by registered mail, telegram or fax, or by delivering it in person to the vendor. Do not pay for anything you do not have in your possession.
- If the seller requests a deposit, keep it small.
- Beware of special offers. If you are told that you were "specially selected" to receive something like a free prize, remember that nothing is free.
- The direct seller is required to provide a copy of the signed contract immediately after you sign it. Do not sign anything if you are not sure you want the product or service.

- Finally, if you are buying a service, such as home repairs, get at least two other written estimates on the work from local businesses. This is particularly important if thousands of dollars are involved. You can then compare these estimates before you agree to have the work done.

**For more information contact:**

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<http://www.justice.gov.sk.ca/cpb>

A current version of this Consumer Tip and other Consumer Tips are available at the Consumer Protection Branch Web site at <http://www.justice.gov.sk.ca/cpb> Most public libraries have Internet access available if you do not have Internet at home.

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