



**KNOCK!
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WHO'S THERE?**

KNOW YOUR RIGHTS WHEN A SALESPERSON KNOCKS

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1 You have legal rights when dealing with door-to-door salespeople. You can ask them to leave and they must:

- go immediately
- not return for 30 days.

2 They aren't allowed to visit you:

- on Sundays
- on public holidays
- before 9am or after 6pm on weekdays
- before 9am or after 5pm on Saturdays.

3 Check the salesperson's identity card.

By law they must tell you:

- their name
- the name and address of the organisation they represent
- why they are at your door.

4 Your signature is valuable. You don't have to agree to anything on the spot.

Don't sign anything if you:

- don't fully understand it
- feel pressured.

5 You have 'cooling off' rights:

- You can change your mind and cancel the contract for any reason without penalty within 10 business days.
- This is called a 'cooling off' period and the salesperson must tell you about it before you sign.
- This applies to goods or services that cost over \$100.
- Even if the salesperson supplies the goods during this period you can still cool off.
- The salesperson cannot take payment during the cooling off period.

To learn more visit our website
www.accc.gov.au/doortodoor,
call us on **1300 302 502** or
contact your local consumer
protection agency.



Australian
Competition &
Consumer
Commission

Under the Australian Consumer Law which came into effect on 1 January 2011, you have extra protections and rights when you buy goods and services from door-to-door salespeople.