

Mobility Equipment Warning

Trading Standards Officers are warning about mobility companies operating in the Staffordshire area. They may cold call to your home, use high pressure sales techniques and may not provide you any cancellation rights. They may even say they are from Social Services.

You are advised not to make any rushed decision and not to buy at the door. If you require any mobility equipment you should get at least three quotes and if possible ask family, friends, neighbours or your carer for advice.

You should be aware that you have cancellation rights which companies must provide for most contracts over £35 that you enter into when at your home or otherwise away from the trader's usual place of business. The regulations apply whether you invite the trader to your home or if their visit is unsolicited.

At the time the contract is made, the trader must provide you with a written notice explaining your rights to cancel. This will then give you 7 days to cancel the contract starting the day the cancellation notice is received. If you do cancel, you will be entitled to recover any deposit made.

If you have any concerns regarding the sales or contracts of mobility equipment you can contact Consumer Direct on 08454 04 05 06.

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All our alerts are available in a range of formats and languages, including large print. Please contact Community Development if this would be helpful to you, or to someone you know. Address: 14 Martin Street, Stafford, ST16 2LG

