



Trading Standards offers the following advice on how people can avoid being scammed by rogue traders selling mobility aids:

- **Never buy any products on the doorstep from a trader who turns up uninvited.**
- Make sure you get everything in writing, especially any incentives such as discounts or free offers.
- Find out if the trader you are considering buying from is a member of a trade association, such as the British Healthcare Trades Association (BHTA). The BHTA has a code of practice that has been approved by the Office of Fair Trading under the Consumer Codes Approval Scheme.

Please keep an eye open for rogue traders trying to dupe any vulnerable or elderly neighbours in your area.

If you or someone you know has been subjected to high pressure selling or have been misled by a trader please contact the Citizens Advice Consumer Service on 08454 04 05 06 for further advice.

The following is also relevant to this topic (received 3rd April, 2013):

Nottinghamshire County Council's Trading Standards team is asking friends, relatives and neighbours of vulnerable people to be on their guard after an elderly Newark man was duped into handing over cash to a doorstep conman claiming to be a Trading Standards Officer. The man had been previously targeted by rogue builders in 2009 and it is possible that the latest incident is linked. The conman told the resident that he needed £2,300 as the trader that had previously conned him was now in court and they needed the money to take the matter further.

Nottinghamshire Police have been informed and are investigating the incident.

Nottinghamshire County Council trading standards team never ask for payment from consumers and always carry identification in the form of a warrant and identification card, which has their photograph on it.

If a member of the public is approached by telephone or by cold call at the door by someone claiming to work for Trading Standards who asks for money as part of a refund or compensation for rogue trader problems, they should not pay any money or give any personal details.

You can confirm if a Nottinghamshire County Council Trading Standards Officer is genuine by calling 01623 452005.

If a member of the public feels threatened or in danger they should call 999.