

Consumer Alerts September 2023

Cold callers offering tree cutting services

A Skelmersdale householder was approached by two men claiming some trees in their garden were rotten and dangerous. They offered to cut them down for just under a £1000 in cash. Concerned about the danger the trees may cause to passers-by, the householder agreed and paid. After a small amount of pruning the men stated they needed to get a chipper, left, and did not return.

Cold callers offering household goods

Reports of door knocking in the Croston and Clitheroe areas of Lancashire have been received. The sellers offer household goods such as tea towels, dish cloths and other homewares. Often the sellers can make you feel uncomfortable or sorry for them. Never feel pressured to buy anything on your doorstep, the goods may be sold at inflated prices and be of low quality.

Cold callers offering mattresses

Residents are warned that door-to-door mattress sellers have been plying their trade in the Lytham St Annes area, being pushy, and demanding £200 cash for mattresses, saying the goods are luxury mattresses and clearance stock. These mattresses bear an easily removed British Standard label, with no name and address and hence no traceability for the retailer/ wholesaler/ manufacturer. The mattresses may not meet flammability and other safety requirements. They may even be stolen or re-covered second-hand mattresses.

Trading Standards advice is to always say no to cold callers. The Safetrader scheme can help you find a trader in your area, contact 0303 333 1111 or go to www.safetrader.org.uk

Scam banking telephone call

Beware receiving a telephone call claiming to be from your bank stating your bank cards have been cloned. In one case the card holder was asked by the scammer to confirm all the numbers on the card including the expiry date and the three numbers on the back to double check it was these cards that had been cloned. The scammer then said the cards needed to be sent to the head of bank security immediately by recorded delivery and provided an address. Monies already taken would be returned once the cards were received.

Remember not to make hasty decisions, be cautious, always contact your bank independently to check.

Financial Conduct Authority Scam

Be on the alert, the FCA have warned of an increasing number of complaints of scammers impersonating them. Common tactics are to claim compensation is owed and asking for bank details.

Contact the Trading Standards Service via the Citizens Advice Consumer Helpline on 0808 223 1133

Further information about current scams can be found on our Facebook page, www.facebook.com/StanleyDards/

