

## **Consumers need to stay sharp**

Reports of a doorstep salesman selling items of kitchen ware have prompted a warning to consumers from the Vale of Glamorgan Council's trading standards service.

The salesman, who is described as speaking with a Dutch accent and driving a large left hand drive car, is selling 'Kaiserbach' knives, saucepans and cutlery sets. He claims that he has these left over from a trade fair, possibly mentioning Jamie Oliver, at the Celtic Manor Resort.

The man is advising customers that he needs to get rid of the products quickly because he is returning to Holland later the same day and cannot take them back through customs.

Trading standards say the products are of reasonable quality but consumers may be paying over the odds. They add that consumers feel they are being duped into the sale, not given the option to cancel or change their minds and also feel the items are being misrepresented.

Trading standards consumer education officer Kate Palmer said: "Our warning to consumers across the area is to be very cautious of any cold callers. This is a European wide scam.

"Consumers should remember that, if they purchase products or services costing over £35, they have a seven-day cooling off period to change their mind. This must be provided by the seller at the time of sale."

Council licensing manager Yvonne Lewis said that anyone selling products door to door should have a peddlers licence, available from the police, which would give the person's description and the type of goods being sold.

She added: "If anyone wants to buy goods on the doorstep, we would advise them to request to see a copy of the licence."

If anyone is aware of the salesman operating in their area, they should advise trading standards through Consumer Direct on 08454 040506.