


Door-to-Door Sales Safety Tips

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|  | <p>One of the most frequent consumer scams is the door-to door scam. Not every door-to-door salesperson is dishonest but when someone solicits you at home you should be extremely careful and follow these guidelines.</p> |
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- 1) **Solicitors** 9:00 a.m – 5:00 p.m with an approved City of St.Louis License/Permit/Photo I.D. / **Panhandlers** cannot be out after 8:00 p.m. and before 7 a.m. during any dates on which Daylight Saving Time is in effect; or after 7:00 p.m. and before 7:00 a.m. during any dates on which Daylight Saving Time is not in effect. This is a violation of a city ordinance.
- 2) If you are unsure if a solicitor is legitimate, ask for identification verifying that they are employed by the company they claim to work for. If they don't have any I.D., don't give them any money and tell them to leave.
- 3) If solicitor refuses to leave after being asked to, or becomes irate, shut the door. If they still don't leave, call 911.
- 4) If you don't feel comfortable giving the solicitor any money **DON'T!** Do not let anyone "guilt" you into giving them money or buying their product.
- 5) If you've already purchased something from a solicitor, and have paid by check and no longer feel comfortable with the transaction, cancel the check as soon as possible.
- 6) Do not believe stories such as "I live in your neighborhood", or "My car is broken down just around the corner", etc. If you don't recognize this person as one of your neighbors, they're probably not. If their car is truly broken down, offer to call them a tow truck.

- 7) At no time should you let any of these people in your house!
Not even to use the phone.
- 8) Do not hire anyone who comes to your door offering to clean your house, do home improvements, etc. and definitely do not give them any money before they do any work!

PO Joseph Calabro Third District Community Outreach Officer 444-0169

Door-to-Door Sales Safety Tips Continued:

Remember, door-to-door solicitation, during daylight hours 9 a.m.- 5 p.m., and voluntarily giving them money is not against the law.

Not providing services paid for and not leaving private property when asked to is. Please share information with your neighbors when a suspicious person is in your neighborhood and **DON'T** give anyone money when you don't feel it's a legitimate cause!

- “Part of the sale will go to a charitable or nonprofit organization” (when it will not)
- “I used to be addicted to drugs, now I am trying to straighten my life out” (looking for a sympathy sale)
- “I’m in a contest and will win a trip” (This may not be true)
- “I live in the red brick house around the corner, my mom walks the dog every morning” (when not true)
- “I am raising money for my school” (This is usually not true)
- “The product has been discounted especially for you” (Probably not true)
- “I’m conducting a survey” (Not true)

1. Ask yourself if you really need the product or service right now. Don't buy on impulse.

2. Never give out personal or financial information, including your credit card or bank account number, unless you know the selling company's reputation.

3. Never sign a contract without reading and fully understanding it. Don't sign anything with blank spaces.

4. Don't be pressured or rushed into a purchase.

Common high-pressure tactics include setting time limits ("buy today and save 50 per cent – the price will change tomorrow") and forcing customers to make hasty decisions – often with the promise of a "special" offer.

You can always take the information and ask the seller to come back when you've had time to consider the purchase. If it's a great deal, it will still be there tomorrow.

5. Don't feel embarrassed about protecting yourself. If you feel threatened in any way, ask the seller to leave. If you are at all suspicious, call the police.

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Door-to-Door Sales Safety Tips Continued:

6. If you sign a contract in your home, you may cancel within 10 days by giving [notice of cancellation](#). Provide this notice by e-mail, fax or registered letter or by hand delivering it (try to obtain a signature upon delivery). Be sure to keep a copy of your letter. The company has 15 days to return your money and is responsible for picking up the product or paying for the cost of sending it back if the company wants its product returned.

7. If you purchase something in your home that costs more than \$50, there must be a written contract.

In addition to the name and address of the buyer and seller, the contract must clearly describe the item and state the price, delivery dates, delivery charges and the date on which services are to be performed and completed. If it doesn't, you can cancel the contract within one year of signing, and the company must provide a full refund.

The only exception for the company to provide a full refund is if the consumer asked the company to provide the goods or services within 10 days of entering into the agreement. In this case, the supplier is entitled to deduct reasonable compensation from the refund amount. The exception is intended to cover such things as emergency home repairs

8. If your agreement contains an estimate, the final price cannot be more than 10 per cent above it, unless you agree.

9. Consumer agreements must disclose important details. If a company isn't delivering on the contract, or if you encounter an aspect that wasn't disclosed but

was required to be by law as part of the deal, e.g. an annual renewal fee, you have the right to cancel within one year.

10. If the company does not deliver or begin performing services within 30 days of the date stated in the agreement, you can cancel the agreement at any time before delivery or commencement of performance.

You lose the right to cancel if you agree to accept delivery or allow the company to perform its obligations after the 30-day period. If the agreement does not state a date, the 30 days run from the date the agreement was entered into. Again, you lose that right if you accept delivery or allow the company to perform services after the 30 days.

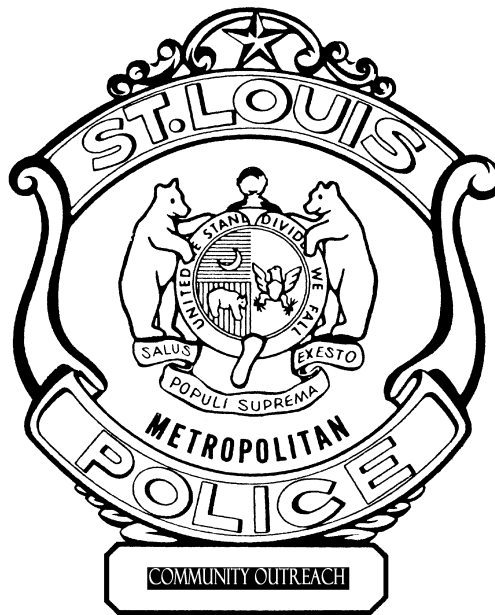
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Door-to-Door Sales Safety Tips Continued:

11. Under law, there is a minimum warranty on the quality of services. In short, the services must be of reasonably acceptable quality. If they are not, consider [filing a complaint](#).

12. You are protected against unfair business practices such as deceptive promotion and sales tactics. If an unfair practice has occurred, you can rescind the agreement within one year. One way to do this is to send the seller a registered letter. If that doesn't produce results, see Your [Consumer Protection Toolbox](#) for the next course of action.

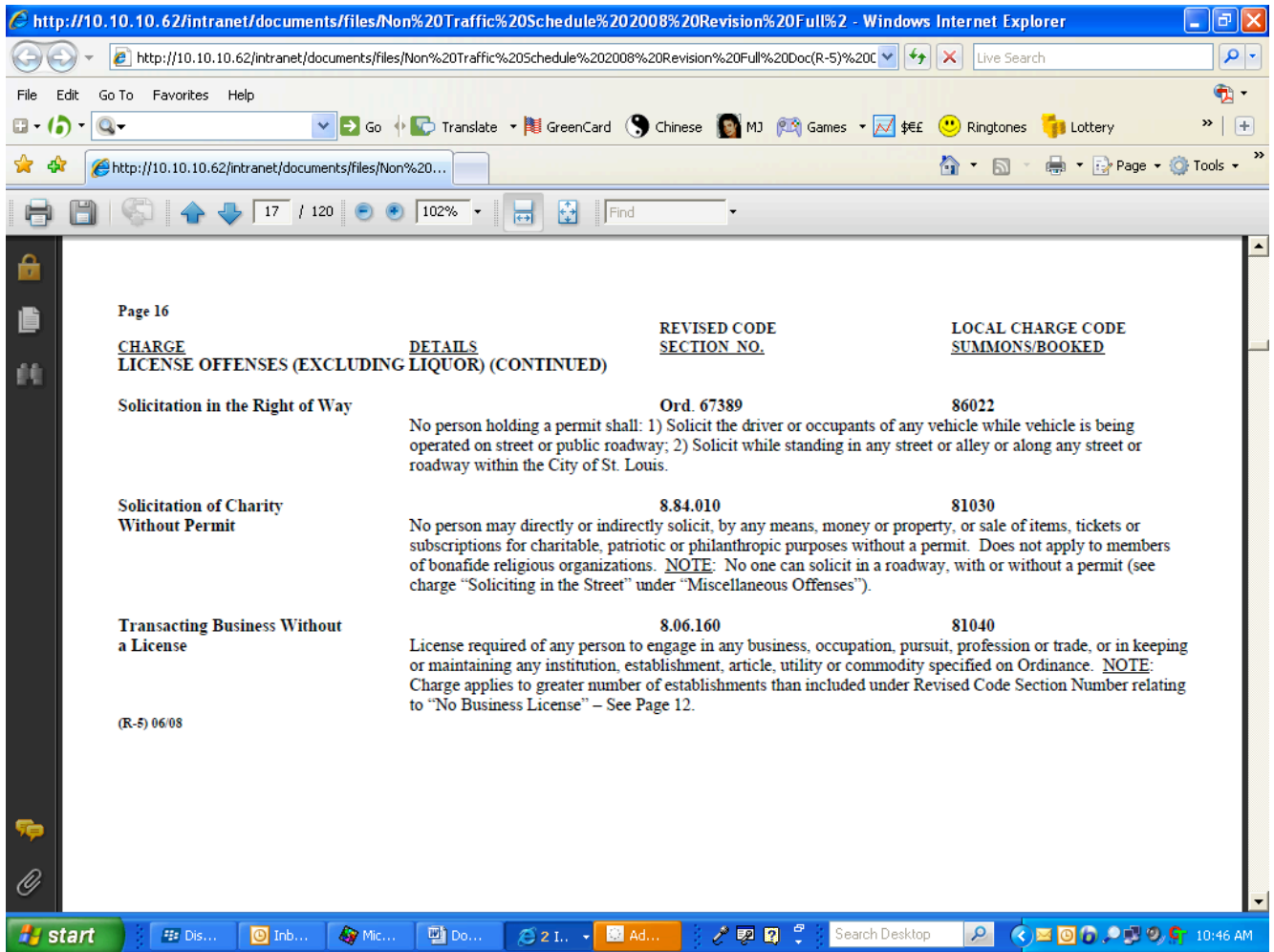
13. When you cancel an agreement signed in your home, any other arrangements you made as a result of that purchase, like a financing agreement, are also cancelled



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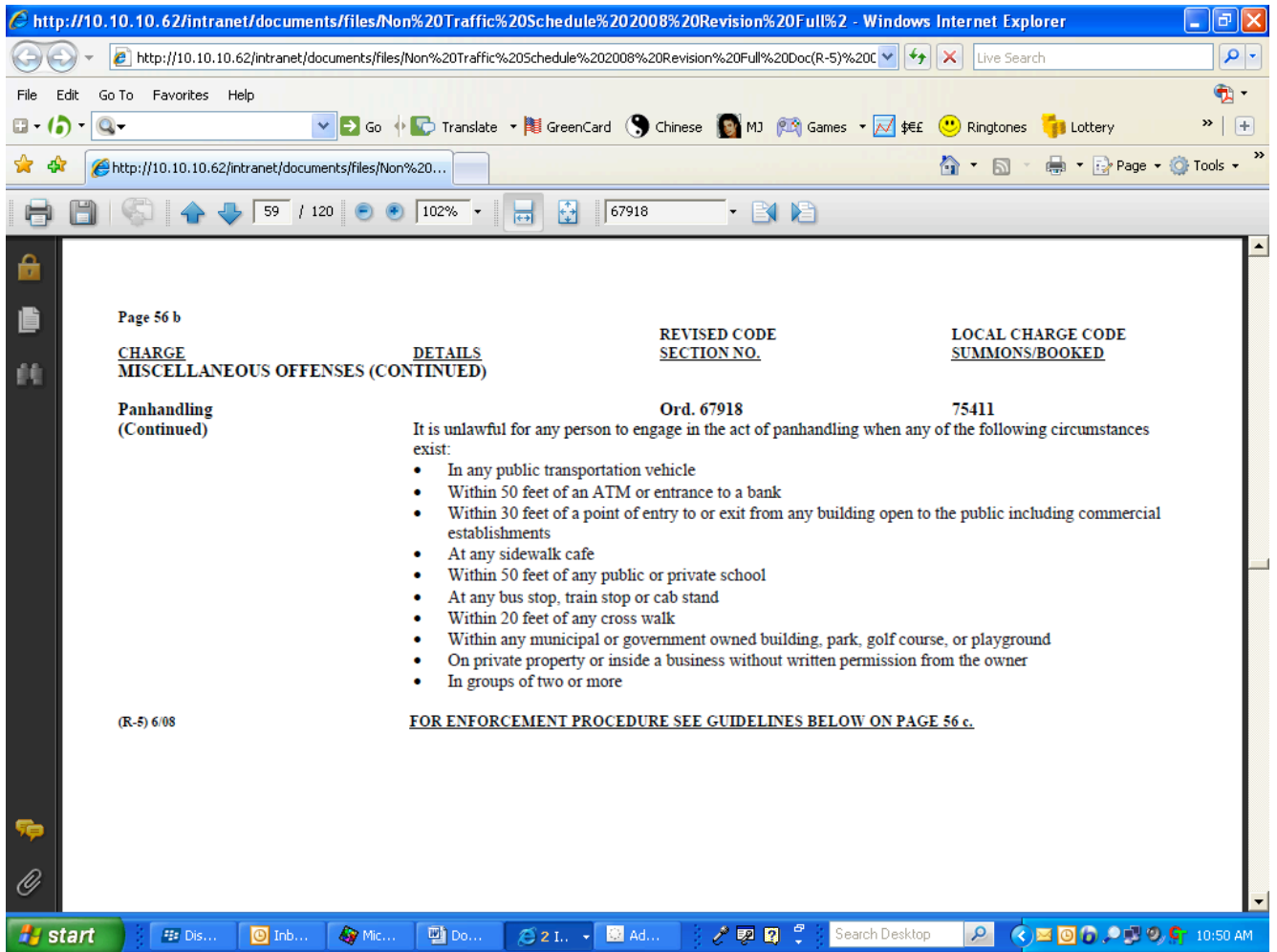
**Here are a few of the City of St. Louis Solicitation
Offenses**

And the Definitions:



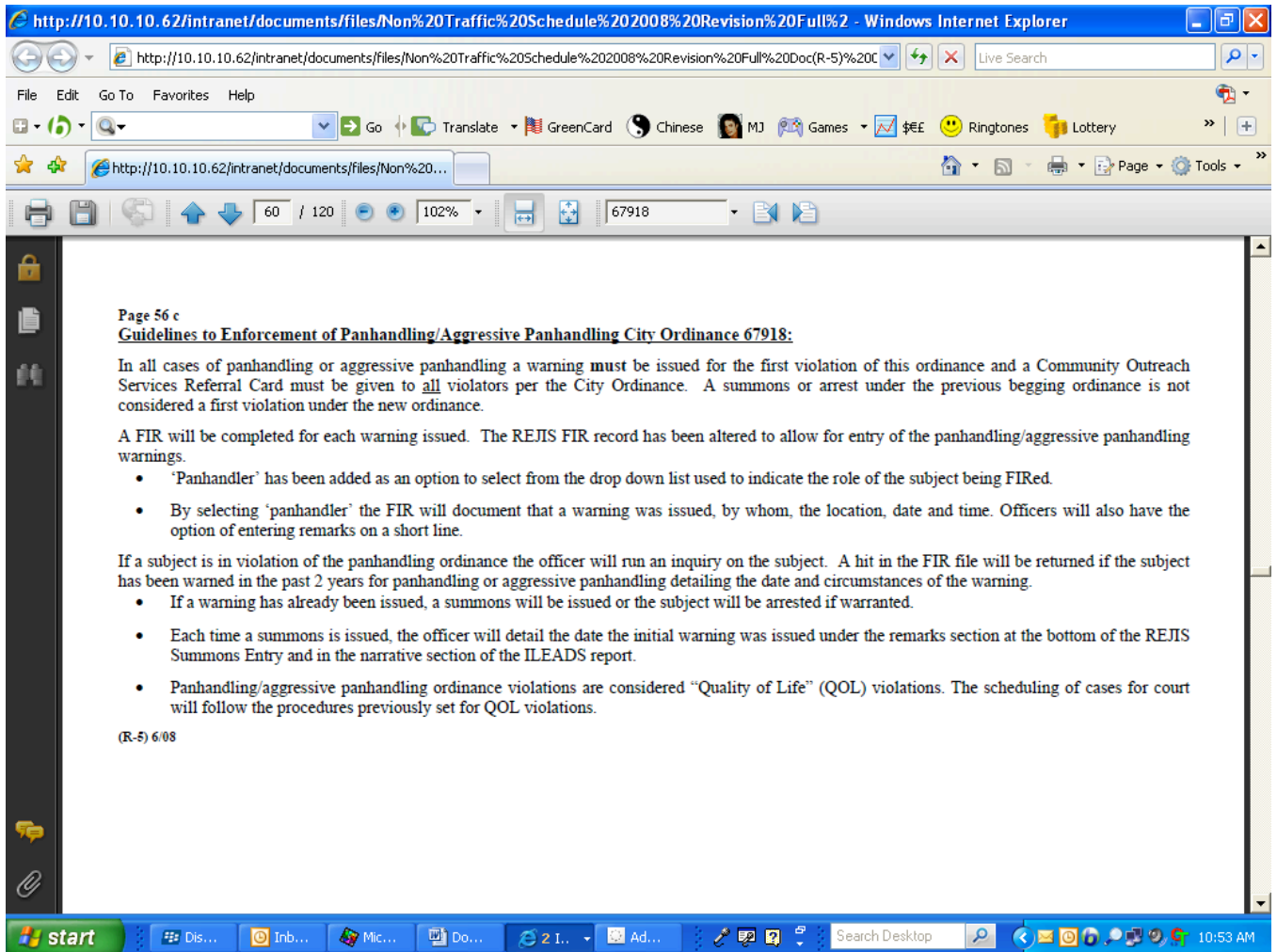
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Aggressive Panhandling is also illegal in the City of St. Louis:



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Aggressive Panhandling Continued:



WHEN IN DOUBT CALL: 911

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