

Media Release



Government of South Australia

Office of Consumer and
Business Affairs

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Fly-by-nighter selling digital cameras

If you have just bought a digital camera from someone selling it out of the back of a car, you may be disappointed. The cameras are reported not to work.

The Office of Consumer and Business Affairs (OCBA) has received a report of a salesperson driving around metropolitan Adelaide selling digital cameras from his car. This itinerant salesperson approached his victim at a petrol station.

The Commissioner for Consumer Affairs, Mark Bodycoat, today warned people to be on the lookout for 'fly-by-night' salespeople and to report them to OCBA.

"From time to time people have moved around South Australia trying to sell things like plasma televisions and stereo speakers which are generally substandard and overpriced. It looks as though you can now add digital cameras to that list."

"It is a major concern that the conduct of these people is door-to-door selling and that the door-to-door selling provisions of the *Fair Trading Act* are probably being breached every time this happens. What it means is that consumers are being denied their entitlements."

By law, people who travel from place to place, carrying on business selling goods or services over \$50, must offer a ten-day cooling off period. The deal is to be set out in a contract that complies with the Act. No payment should be received or services provided before the cooling-off period expires. It is also a breach of the Act to misrepresent the characteristics of goods.

A consumer purchased two cameras for \$600, only to find they do not work correctly. He believed the cameras would work, as he had been provided with all the cords and attachments. The consumer has little chance of getting re-dress.

"As some unfortunate consumers who have bought things from itinerant traders have discovered, if there are any problems with the goods, the salespeople will be hard to track down because they have moved on. It is risky to buy something from a trader when you don't have any way of contacting them if the goods aren't up to scratch."

"Consumers who have bought goods from a shady itinerant trader are encouraged to contact OCBA. OCBA's primary concern is to get the perpetrators of the scam and to ensure consumer rights are protected."

For further information or to report a fly by night trader contact OCBA on 8204 9777, or for regional callers 131 882 (local call cost).