

Media Release



Government of South Australia

Office of Consumer and
Business Affairs

Contact: **Carolyn Warman**
Phone: (08) 8204 9507
0417 815 800

Education and Information Services

Level 1
Chesser House
91-97 Grenfell Street
Adelaide SA 5000

GPO Box 1719
Adelaide SA 5001
DX 225

Tel 08 8204 9516
Fax 08 8204 9509

www.ocba.sa.gov.au

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Bitumen racket in the South East

The Office of Consumer and Business Affairs (OCBA) is warning residents in the South East to be on the look out for a “fly-by-night” bitumen contractor. Reports suggest that the work is of poor quality and that the trader has been supplying false address details.

Commissioner for Consumer Affairs, Mark Bodycoat said, “Itinerant traders often leave a trail of substandard work that is overpriced, and unhappy consumers who are unable to call the trader back to get faulty work repaired or to get a refund.”

Itinerant traders are often not licensed to carry out the work they offer.

“Before agreeing to any work, ask to see the person’s licence card. The back of the card states the type of work that the person is licensed to do.”

“If they are not licensed to work in South Australia or are not licensed to carry out the work they are offering to do then don’t hire their services.”

Consumers should also be wary of traders that ask for payment upfront. Itinerant traders are governed by door-to-door trading laws. If a consumer purchases goods or services valued at more than \$50, and signs a contract, they have a 10 day cooling off period during which they can change their mind. Door-to-door traders cannot take any payment or part-payment until the 10 day cooling off period expires, and should not deliver any product or service until after the cooling off period.

“Ask for a copy of the contract and the papers that deal with your cooling off rights. If these aren’t supplied then don’t let the trader start any work” said Mr Bodycoat.

OCBA is keen to hear from anyone with further information about the conduct or whereabouts of this particular itinerant trader, and is also reminding consumers to be wary if approached by any fly-by-night trader.

To find a licensed tradesperson in the South East or to verify someone’s licence details contact OCBA on 131 882 (local call cost) or visit the Licensing Public Register at www.ocba.sa.gov.au