

News Release

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Hon Gail Gago
Minister for State/Local Government Relations
Minister for the Status of Women
Minister for Consumer Affairs
Minister Government Enterprises
Minister Ast Minister for Transport, Infrastructure & Energy

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WARNING ABOUT SET TOP BOX OFFERS

Consumers in the South East are advised to think carefully before buying a television set top box from a door to door trader.

Minister for Consumer Affairs Gail Gago says residents in the Mt Gambier area are being targeted by door to door traders offering set top boxes for \$149, but the traders are breaching fair trading laws by not providing consumers with a written contract and cooling off documents.

‘Consumers need to be wary if they’re asked by a travelling salesperson to pay for goods at their front door’, says Minister Gago.

Under the *Fair Trading Act 1987* consumers who purchase goods or services costing more than \$50 from a door to door trader are entitled to a 10-day cooling-off period.

The trader must give consumers a contract and written information outlining their cooling-off rights, and traders cannot accept any payment for goods or services until the cooling-off period expires.

‘Consumers shouldn’t be handing over any money until the cooling off period is over, and it’s the trader’s responsibility to provide information to the consumer about their right to cool off’, says Ms Gago.

With analogue TV being phased out by 2013, Minister Gago encouraged consumers to compare prices and models of set top boxes before deciding to buy.

‘While it may be convenient to buy something from home, it may not always be the most cost-effective option so consumers should shop around’, says Ms Gago.

Consumers who have already purchased a set-top box from a door to door trader and paid during the 10 day cooling off period or did not receive the correct documents may be entitled to rescind the contract. They should contact the trader if they wish to cool off, or contact the Office of Consumer and Business Affairs (OCBA) for further advice.

To report concerns about door to door traders consumers can contact OCBA on 8204 9777 or 131 882 for country callers.