

# Media Release



**Government of South Australia**

Office of Consumer and  
Business Affairs

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## White van sale victims urged to come forward

The net is closing in on traders who've been selling goods such as speakers and home entertainment systems from the back of a van, and consumers who have purchased goods in this way are urged to contact Consumer Affairs.

Commissioner for Consumer Affairs Anne Gale said "We're working with SA Police as we continue our investigations into the activities of these itinerant sales people, but the piece of the puzzle that's missing is statements from members of the public."

"Unfortunately our information does not identify the persons who have bought the goods, and it's buyers that we really need to hear from."

"We want to know what representations have been made to consumers about the quality of goods on offer and whether consumers feel they've been duped."

The Office of Consumer and Business Affairs (OCBA) is investigating alleged breaches of the *Fair Trading Act 1987*, in particular whether the goods are truly up to the quality claimed by the traders.

As the sellers go from place to place offering their goods, they must abide by the door-to-door trading rules. In this case, the sellers may have breached these provisions by failing to comply with their obligations in respect of cooling off rights. Where door-to-door traders fail to provide proper information to consumers about their right to cool off within 10 days, consumers have six months to rescind the contract and return the goods if they choose.

"If the sellers can be located, OCBA may be able to help consumers seek redress, particularly where the goods have been misrepresented or the cooling off rights were ignored."

"This also highlights the uncertainty a consumer faces in purchasing goods in this way, as there is no guarantee the sellers can be contacted or will honour warranties if things do go wrong."

As a rule, consumers are entitled to a refund if goods are defective, different to how they were described, or not fit for their intended purpose.

Consumers who have bought goods from the itinerant sellers are urged to contact OCBA on 8204 9777, or for country callers 131 882.