



Media Contact: Helen Wanless/ Mel Beardon
Telephone: 020 8765 7514/ 7513
Out of hours: 07071 243 243

For immediate release: Tuesday July 13, 2004

AGE CONCERN RESPONSE TO OFFICE OF FAIR TRADING DOORSTEP SELLING CAMPAIGN

Gordon Lishman, Director-General of Age Concern England, said:

"Everyone has the right to feel safe at home and it is shameful that devious salespeople are able to take advantage of vulnerable groups. The Government must update legislation to protect people who buy in their home, regardless of whether or not they requested a visit from the salesperson.

"Salespeople are often persistent and will remain in an older person's home for hours until they make a sale. People often feel trapped and pressurised into buying products which can be expensive, unnecessary and unsuitable; many buyers do not realise they can cancel their purchase or feel nervous about doing so.

"We would urge anybody who feels unsure about buying a product or service in their home to firmly say no to the salesperson and refuse to sign anything."

-Ends-

s.91.12.07.04.hw

Notes to editors

'Sharp Selling Practices', Age Concern's research conducted by Ricability in March 2002, outlined some of the unscrupulous techniques used in the sale of disability products. A number of its recommendations are included in the OFT report.