

Escalon Police Department

Memorandum

To: Press Release
From: Mike Borges, Chief of Police
Date: 01/15/2015
Re: Door to Door Sales People

Background:

Aggressive and sometimes fraudulent door-to door sales have come to the attention of the Escalon Police Department and other consumer protection groups such as the Better Business Bureau. Seniors are especially at risk for such high-pressure tactics and continue to fall victim to various fraudulent schemes.

There are many businesses that go door-to-door selling everything from cosmetic products to magazine subscriptions. In 2012, the Better Business Bureau received over 1,700 complaints nationally regarding door-to door sales companies. Most complaints alleged that products paid for were never delivered, or refunds were not received upon cancellation.

During the summer months more complaints are filed against businesses that employ door-to door sales techniques. Examples of high pressure sales tactics include but are not limited; hostile and persuasive rebuttals to customer concerns, deep discounts offered upon immediate payment and simply refusing to take "NO" for an answer. The following are consumer tips to consider when receiving that knock on your door.

According the California Attorney General, door-to door sales people are required to:

- Advise you orally or in writing of your right to cancel any and all sales within three days
- Provide a contract in the same language that was used in the sales presentation. The sales contract or receipt provided must: State the date of the sale, name and address of the merchant and provide a statement of your right to cancel your purchase, including the address of where to send your cancellation notice

To cancel a door-to-door sale:

- You must sign, date and mail the "notice of cancellation" back to the seller.
- To obtain a full refund, you must do this before midnight of the third business day after the sale
- If the seller fails to notify you of an intention to repossess the goods within 20 days after cancellation, you may not be forced to return the items at a later date

Consumers should not feel pressured to take advantage of a time-sensitive offer. Time should be taken to decide whether you're sure you want the product that is being sold. If that sales person will not take no for an answer, be courteous, excuse yourself from the conversation and close your door. If the sales person persists, immediately telephone the police. Please keep in mind that in the City of Escalon, all door-to door sales companies must first obtain a City business license prior to making any home or business visits. The first question you may want to ask when contacted is whether a business license has been secured through the City and if he or she can provide same. If the solicitor(s) is unable to produce a copy of the business license, a telephone call should be made to the police department without delay.