

Aide Memoire: Doorstep Scams

“I have experienced a scam on my doorstep”



Did you lose money?

Yes

Report it to Police Scotland on 101 and to your bank
You can also report the scam to Advice Direct Scotland via scamwatch.scot or on 0808 164 6000. They will provide consumer advice and, if required, will pass the matter on to local Trading Standards

No

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Did you feel threatened or uncomfortable?

Report it to Police Scotland on 101 or call 999 in an emergency.
This will hopefully deter the cold caller from visiting others in your community

Has a trader started work on your property without being authorised?

Contact Police Scotland on 101 or 999 if you feel threatened

Have you made a decision that you now regret?

If you regret a decision you made to purchase goods or services over £42 from a cold caller, you legally have 14-day cancellation rights
Find out more about your consumer rights at <https://consumeradvice.scot/knowledge-centre> or by calling 0808 164 6000

Did a cold caller carry out work to a poor standard?

Report it to Advice Direct Scotland via scamwatch.scot or on 0808 164 6000
They will provide consumer advice and, if required, will pass the matter on to local Trading Standards.
If you need remedial work carried out, find traders who have been vetted by trading standards at approvedtrader.scot