Rip offs, rogue traders, scams – you are right to be wary when buying goods or services. But now you can find a trader you can trust.

Buy With Confidence is run by Trading Standards – Nottinghamshire County Council and Nottingham City Council – with support from Age Concern and Consumer Direct. **www.buywithconfidence.gov.uk** is an up-to-date list of builders, plumbers, gardeners, painters, electricians and many other types of business. No internet? Call Consumer Direct and they will help you find the traders you need.

All the businesses on **Buy With Confidence** have been visited and checked by Trading Standards. To be members, traders must understand consumer protection laws, provide a quality service and give good customer care. We want your feedback – ask your trader for a feedback card or use the website.

We cannot guarantee that nothing will ever go wrong but members of the scheme must deal with complaints fairly, and Trading Standards will help both sides reach a fair solution. So for details of firms you can trust, visit the website at **www.buywithconfidence.gov.uk** or call Consumer Direct on **08454 040506**

"Really friendly, helpful. Went to a lot of trouble for a very small job. Buy With Confidence is a good scheme." Giltbrook resident

"Good workmanship, good scheme." Mapperley resident

"Excellent website. Have used two tradespeople now and am impressed." Nottingham resident

"This is the second time I have used Buy With Confidence. Both times I was very satisfied!" Nottingham resident

Nottinghamshire County Council

Nottingham City Council

AGE Concern Nottingham and Nottinghamshire Making More Of Life

Nottinghamshire & Nottingham City Buy With Confidence Trading Standards Services

D&P/11-09/COM/00

08454 04 05 06

www.buywithconfidence.gov.uk

How do you **find** a trader that **measures** up?

Nottinghamshire County Council

Nottingham City Council

AGE Concern Nottingham and Nottinghamshire Making More Of Life

Nottinghamshire & Nottingham City Buy With Confidence Trading Standards Services

Use **BUY WITH CONFIDENCE** to find local businesses vetted and approved by Trading Standards. Call Consumer Direct on:

08454 04 05 06 or visit:

www.buywithconfidence.gov.uk

Managing work on your home

Find a good trader

Make sure you can trust any trader you do business with.

- Check out **BUY WITH CONFIDENCE** to find a local business which is Trading Standards approved.
- If you decide to employ someone who is not on this scheme, always choose a reputable firm. Ask family and friends for their recommendations. Don't be afraid to ask the trader questions, such as: – Where have they worked before? – Are they happy for you to look at their last job? – Have they any previous experience in similar jobs? – Can they provide references from satisfied customers?
- Don't have work done by someone who cold-calls you or puts a leaflet through your door – it is often difficult to trace them if there are problems with the work. We advise that you never buy at the door or from a business you don't know.

Planning

- Make a plan of what you want done. Don't be pressured into unnecessary work or work you can't afford. Get a second opinion if you're unsure of what needs doing.
- For large jobs you may need to get consents or agreements from your local authority and insurance company. Ask your trader for advice.
- For large jobs consider choosing a contractor that offers an insurance backed guarantee. This will give you protection if the contractor goes out of business. Make sure you read the terms of the guarantee to ensure you know what is being offered.

Getting quotations

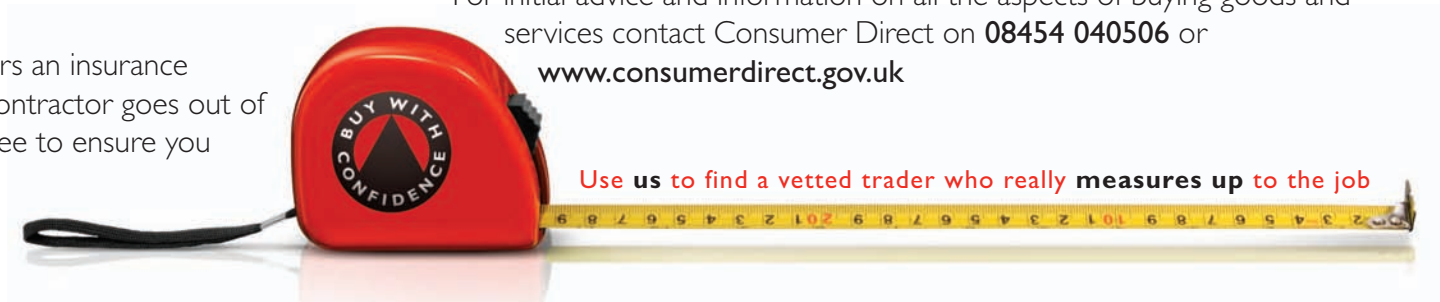
- An estimate is only a rough price and is not binding. Insist on getting a quotation (or quote), which is a clear written price. Quotations should include a breakdown of costs including any extras and VAT where it is payable.
- Try to get at least 3 written quotations from different businesses, and ask how long they are valid for.
- Don't automatically choose the lowest quote. Check what's included first.

Contracts

- Once you agree to something, you are in a binding contract whether or not it is in writing. Therefore get a written contract, particularly for large jobs. This is your protection in case of a dispute.
- Check the payment timings and agree any deposits and retention details. Avoid making payments 'up front' unless it is for materials which are on site and you have a receipt. Staged payments are a good way to make sure of the steady progress of work. Agree start and finish deadlines.
- For contracts agreed at home you have cancellation rights. The business should give you a written cancellation notice giving you a 7 day cooling off period. You also have cancellation rights for credit agreements.

If things go wrong

- You have rights under the Supply of Goods and Services Act 1982.
  For initial advice and information on all the aspects of buying goods and services contact Consumer Direct on **08454 040506** or **www.consumerdirect.gov.uk**



Use **us** to find a vetted trader who really **measures up** to the job