

TRADER NEWS

Safe Trader Scheme

- In this issue:**
- Promotion Events
 - New Logo
 - Customer Comments
 - Scams
 - Cancellation Rights



Berrys Trade Show

Back in September we had a stand at CW Berrys Trade Event. It was fantastic that so many of our members came down to say hello and give us an insight on how being a member of the Safe Trader Scheme works for their business.



New Logo- Make the most of your Safe Trader Membership and win new business. Tell your customers about the Scheme by using the logo. The association with LCC inspires confidence in your business and the addition of the LCC logo is instantly recognisable. Use this to your advantage by displaying Safe Trader vehicle stickers and by adding the scheme logo to your paperwork, website and even your workwear.

Take Five

Its not only your customers who are at threat from



Scams and Rogue Traders, The impact of fraud and scams on businesses can be detrimental. Many struggle to recover from the severe financial and reputational damage it can cause. [Read more- Invoice & Mandate Scam](#)

Banking Fraud

What Our Customers Say:

'Found the safe trader scheme searching online. Used it a couple of times now and it has been really good getting local traders and some peace of mind.'

'I have found the Safe Trader Scheme to be very useful and I feel comfortable using this service to find traders.'

Do you need to give a Cancellation Form?

You must give Pre-Contract information and a Cancellation Form if you enter into contract for goods or services (worth more than £42) in a customer's home. This gives them a **14 day cooling off period** to change their mind.

The cancellation notice should be given when the contract is formed i.e. **when the customer agrees to you carrying out the work.** Provided you give the correct paperwork they may still be liable to pay for any services carried out up to the point where they cancel.

The consequences of **not** giving cancellation rights are **serious.** You may find yourself subject to investigation by Trading Standards as it is a criminal offence or you may struggle to enforce the contract, meaning that customers do not have to pay for work done. More information can be found at www.businesscompanion.info and searching for 'off-premises sales'. Alternatively you can contact the Safe Trader Team on 01772 535199.

