



Warning about: Paying High Deposits

Background

Trading Standards have recently received a number of complaints regarding work carried out on their home, where customers are being asked to pay unusually high deposits, or even the full purchase price, before work has even started. Typically this has happened with replacement kitchens, windows or conservatories.

Advice from Trading Standards is to clarify when traders expect to be paid and the method of payment before choosing a tradesman. Avoid paying a large deposit or the total amount up front. There have been cases where the trader has been paid and done little or no work or gone bust.

Trading Standards would always advise consumers to obtain at least three quotes before instructing a trader to carry out work. Talk to family and friends who have recently had work carried out to a good standard as recommendations are generally a good indicator.

Further Information

If you require further information or for general advice please contact Consumer Direct on 08454 04 05 06 or go to www.consumerdirect.gov.uk

Promoting fair & safe trading, protecting you

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