



## Warning: Security Systems

### Background

It has been brought to the attention of Trading Standards that a high number of householders across both Warrington and Halton have been receiving telephone sales calls offering alarm systems. Whilst the calls may be from bona fide companies many residents have made enquiries to the Police and Trading Standards seeking both reassurance and advice.

Reports received indicate that the trader will usually try to secure an appointment and will often promote a special offer price for a limited time period. For example the trader may say that the alarm system is free of charge or comes at present with no installation cost but please beware there could well be a catch.

Please exercise extreme caution before giving anyone your personal details or inviting traders into your home. If you are genuinely interested in purchasing an alarm for your home please always obtain quotes from at least three reputable companies, preferably those that are personally known to you or have been recommended by friends.

Should you engage with a trader by way of a cold call, you should be given in writing the right to cancel the contract within 7 days. This is generally referred to as a cooling off period. If you are not given this information in writing the trader can not hold you to anything in the contract.

If you want free advice about home security, please contact Cheshire Police Crime Reduction Advisors on 01244 613971 or 01244 613862.

Should you wish to reduce the number of unwanted sales calls you receive then register with the Telephone Preference Service on 0800 398893 or at [www.tpsonline.org.uk](http://www.tpsonline.org.uk) This is a FREE service.

### Further information

[www.tswarrington.co.uk](http://www.tswarrington.co.uk)

[tradingstandards@warrington.gov.uk](mailto:tradingstandards@warrington.gov.uk)

visit [www.tswarrington.co.uk/iCAN](http://www.tswarrington.co.uk/iCAN) to download the ten most recent messages in flyer format

Promoting fair & safe trading, protecting you

**28 January 2010**

