

Did you know?

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CONSUMER LAW FOR SENIORS

All of us and in particular seniors can be vulnerable to direct selling because they are usually at home for much of the day. Any wise consumer will be extra cautious when approached in their home particularly when the deal being offered seems too good to be true.

Can I cancel a contract?

In some cases it is possible to cancel (within 10 days) a contract made away from the company's regular place of business.

What precautions should I take before hiring a contractor?

Often, seniors are approached by independent contractors who try and convince them that some repairs are urgently needed to their homes.

- 1) Take some extra precautions before making a commitment to any contractor.
- 2) Ask for references, check the references, and get at least three other estimates from other companies.
- 3) It might be worthwhile to ask your friends and neighbours for their recommendations. Take plenty of time to make up your mind.

What if I need some repair done?

Another problem that many seniors might face is when an appliance in their home, such as a refrigerator, needs repair.

- 1) You should check with your friends and neighbours to see who they use.
- 2) A call to the Better Business Bureau will tell you if there have been any complaints about the company.
- 3) The Business Licensing Department at City Hall will be able to tell you that a company does, in fact, have a license to do business. Be aware that companies are not legally obliged to hold a business license before they can advertise.
- 4) When you have decided who you would like to do business with ask them for references and check them.

Contact the following for more information on consumer issues.

Better Business Bureau of Mainland BC

Telephone: 604-682-2711,
Website: www.bbbvan.org

Better Business Bureau of Interior BC

Telephone: 1-888-803-1222
Website: www.interior.bbbvan.org

You can report any suspicious calls to PhoneBusters at the following toll free no:
1-888-495-8501