



*Polegate Town Council, Council Office, 49 High Street, Polegate BN26 6AL
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How to deal with Cold Callers

If you are aware that a caller is intending to sell you something that you do not wish to buy:

- **DO NOT OPEN THE DOOR**

If you do open the door

- **BE FIRM**
- **TELL THEM YOU ARE NOT INTERESTED AND TO GO AWAY**
- **AVOID ENTERING INTO ANY CONVERSATIONS WITH THEM. They are trained to sell to you.**
- **LET US KNOW THAT YOU HAVE BEEN CONTACTED (MAKE A NOTE OF THE COMPANY AND IF POSSIBLE THE NAME OF THE SALES PERSON IF POSSIBLE VEHICLE REGISTRATION NUMBER) CALL US ON 01323 488114**
- **DO NOT SIGN ANYTHING!**
- **DO NOT GIVE THEM ANY OF YOUR DETAILS**
- **DO NOT GIVE THEM BANK DETAILS**
- **TELL THEM THAT IF THEY WONT LEAVE THAT YOU WILL SHUT THE DOOR AND CALL THE POLICE AND DO SO on 0845 60 70 999. IF YOU ARE FEELING THREATENED VULNERABLE OR THE PERSON IS BEING ABUSIVE CALL 999 (WHILST THEY ARE STILL IN THE AREA)**
- **IF YOU DO SIGN UP ACCIDENTALLY YOU CAN CANCEL WITHIN 14 DAYS BY RINGING THE NUMBER ON THE COPY CONTRACT THAT YOU HAVE SIGNED. (Cooling down period)**