



**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 conversation with them. They are trained to sell to you.
- Do not sign anything!
- Do not give them any of your personal details.
- Do not give them any of your bank details.
- Tell them that if they won't leave 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 seven days by ringing the number on the contract that you have signed. This is known as the 'cooling off' period. If you sign a credit agreement at home, the 'cooling off' period is five days, which runs from the date you receive a copy of the agreement through the post.
- Let us know that you have been contacted. Make a note of the company name and, if possible, the name of the salesperson and the registration number of any vehicle involved. **CALL US ON 01323 488114.**