

## INTRODUCTION

Magazine subscriptions, candy bars, vacuum cleaners, and investment opportunities are some of the many products door-to-door salespeople peddle to consumers.

While some of the products and offers are legitimate, our Consumer Protection Division often receives scores of complaints about unscrupulous door-to-door salespeople and their ruthless sales tactics.

The complaints include over priced products, high pressure sales tactics and failure to deliver the products ordered or phony claims of sponsorship.



## THE LAW

The Kansas Consumer Protection Act requires that door-to-door sales people must give consumers specific verbal and written notices about the transaction.

Specifically, the law states:

Sales agreement must include a written notice **(in 10 point type)** stating the consumer has the right to cancel the transaction in three business days. The notice must include the name and address of the business, the date of the transaction, and the date when the consumer must give notice to cancel the sale.

If a consumer decides to cancel the sale, the cancellation **MUST** be a **WRITTEN NOTICE**. It should be signed, dated and mailed, preferably by certified delivery, to the business no later than midnight of the third business day after the transaction.

Door-to-door salespeople must verbally tell consumers about their right to cancel the transaction in three business days.

## EXCEPTION TO THE LAW

Our Office is often asked if the provisions of the three day (door-to-door) law protect consumers when buying a vehicle. The answer, which surprises many consumers, is **NO!** Automobile sales are not covered by this law and consumers **DO NOT** have three days to cancel an automobile purchase.

## PROTECT YOURSELF

Beware of buying any products from someone who just shows up at your front door.

Demand all agreements be in writing, including your right to cancel the sale.

Don't be pressured into buying any products you don't need or want.

Many cities require transient licenses, check with your city hall to determine if the sales person has the appropriate licensing.

If they claim to be a student from "your neighborhood" ask the individual very specific questions about their fundraising activities.

## Warning Signs

Salesperson who uses high pressure to get you to buy.

Salesperson who offers incredibly low prices.

Salesperson who makes unbelievable claims about their product.

Salesperson who refuses to give you a written receipt that outlines your right to cancel the order.

Salesperson who claims to have “left-over” materials from a recent job.

Salesperson who shows up at odd hours of the day or night.

Salesperson who won't take no for an answer and refuses to leave.

## COMPLAINT NUMBERS

Johnson County District  
Attorney's Office  
Consumer Protection  
Division

**(913)715-3003**  
**Consumer Hotline**

<http://da.jocogov.org>

## **Door-To-Door Sale**



From the  
Office of the District Attorney  
Tenth Judicial District

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CONSUMER PROTECTION



