



CONSUMERS ASSOCIATION OF SINGAPORE
新加坡消费者协会

செயல்புற பயன்பாட்டாளர்கள் சங்கம்

PERSATUAN PENGGUNA-PENGGUNA SINGAPURA

170 Ghim Moh Road, #05-01, Ulu Pandan Community Building, Singapore 279621
Tel: 64631811 (HOTLINE) 64611882 (MEMBERSHIP) Fax: 64679055
email: complaints@case.org.sg & members@case.org.sg

27 March 2007

TODAY Voices
news@newstoday.com.sg
Fax: 6534 4217

CASE: Consumer has right to cooling off period

In response to Mr Sim Choon Chye's letter ("Fake gate painters", 23 Mar), we would like to highlight that it is an offence for contractors to claim that they are officials working for the Housing and Development Board when they are not. Residents should report such incidents to the HDB. In general, consumers should always request for proof of identity if they are approached by door-to-door salespersons.

We would like to inform consumers that a three-day cooling off period, excluding weekends and public holidays, applies to all door-to-door sales. Consumers have the right to terminate their door-to-door sales contract during the cooling off period by sending the business their cancellation form or a notice in writing through registered mail, fax or hand delivered letter with acknowledgement by the business concerned.

Consumers who encounter similar situations can call the CASE hotline 6463 1811 for advice.

Yeo Guat Kwang
President
Consumers Association of Singapore (CASE)