

# CONSUMER PROTECTION

Do you know what to do if a salesperson comes knocking at your door? The typical goods or services sold door to door involve: **driveway sealing, driveway repairs, pest control services, new siding, lawn and yard work, tree cutting, magazine subscriptions, and the list goes on...?**

Before you open your door to a salesperson, review these important tips:

## 1. Know the Regulations

- Door-to-door salespeople **must be licensed** by Franklin Park Borough
- Door-to-door sales are restricted: November 16 to March 31: 9:00 a.m. to 5:00 PM  
April 1 to November 15: 9:00 a.m. to 9:00 p.m.
- A salesperson may not solicit at a residence which posts a "No Solicitation" sign. For your convenience the sticker is reprinted on the front page of this Newsletter.
- Solicitors must provide, upon request, **a written receipt** that includes a description of the goods or services sold, the total purchase price, amount of cash payment, if any, and the balance due and terms of payment.
- A door to door salesperson must leave your residence when asked to do so.

## 2. Ask to See License

When a salesperson knocks on your door:

- Ask to see the Borough issued permit. All solicitors representing private companies must register with the Borough.
- **If the solicitor or salesperson does not have a valid license, ask them to leave. The salespersons presence on your property is an illegal activity.**
- Close and lock your door.
- Immediately call Franklin Park Police non-emergency number at 412-473-3056 to report the violation.

This is what a Franklin Park Borough solicitors license looks like (front and back):

	<b>BOROUGH OF FRANKLIN PARK</b> Ordinance 620-2014 Solicitation Permit ID Card
<b>Permit No.:</b> <u>6-17-1</u>	
<b>Date Issued:</b> <u>6-24-17</u> <b>Date Expires:</b> <u>6-24-17</u>	
<b>Organization:</b> <u>Education</u>	
<b>Description of Activity:</b> <u>Solicitation Permit</u>	
<b>Licensee:</b> <u>Jane Doe</u>	
<b>Age:</b> <u>40</u> <b>Sex:</b> <u>F</u> <b>Weight:</b> <u>150</u>	
<b>Height:</b> <u>5'6"</u> <b>Eyes:</b> <u>Brown</u> <b>Hair:</b> <u>Brown</u>	
<b>Issued by:</b> <u>Borough Rep</u>	

### 3. You Have the Right to Cancel

Here are a few basics to know if you want to cancel your order with a door-to-door salesperson.

- PA law gives consumers the right to cancel a home solicitation contract up to three business days after the disclosure statement has been provided. If the salesperson does not provide a disclosure statement, the borough recommends not doing business with the person or company.
- Consumers have up to 30 days to cancel if the seller has misrepresented the nature or purpose of the transaction.
- Cancellation occurs when you (the buyer) give written notice of cancellation to the seller.
- Under federal law, the seller must give you two copies of a cancellation form: one to keep and one to send.
- After you cancel within the permitted timeframe, the seller has 10 days to refund your money.

### 4. Exemptions

There are persons and organizations who can knock on your door without a Borough license:

- Political parties and political campaigns
- Non-profit organizations
- Religious organizations
- Girl Scouts & Boy Scouts
- School organization supported by students 18 year of age or less.

### 5. We're Here to Help!

The Borough staff is available to answer your questions about door-to-door salespeople. Call: 412-364-4115. Email: [email@franklinparkborough.us](mailto:email@franklinparkborough.us)

### 6. Additional Information for Door to Door Sales

- Franklin Park Solicitation Ordinance  
<https://www.ecode360.com//5133538?highlight=door,doors,to>
- PA Code for Door-to-Door Sales  
<https://www.pacode.com/secure/data/052/chapter111/s111.9.html>

7. **A No Solicitation Sticker is printed on the front page. If you do not want those pesky salespersons knocking, cut the sticker and tape to your front door. For additional stickers call 412-364-4115.**