



MINISTRY OF CONSUMER AFFAIRS
MANATŪ KAIHOKOHOKO

They came to my door

What should I do?

If you have been approached by someone at your home, then New Zealand law will apply and may offer you specific protection and redress in the case of a problem.

In particular, under certain conditions, the Door to Door Sales Act may entitle you to a 'cooling off period' in which you can change your mind about a purchase.

[Find out more about shopping at home.](#)

Contact your local Citizen's Advice Bureau for advice about what to do and where to go. Their services are free, impartial and confidential.

[Visit the Citizen's Advice Bureau website.](#)