

Trading Standards News

A summary of work and Facebook posts by the Trading Standards Service



Welcome to our Spring 2024 Newsletter

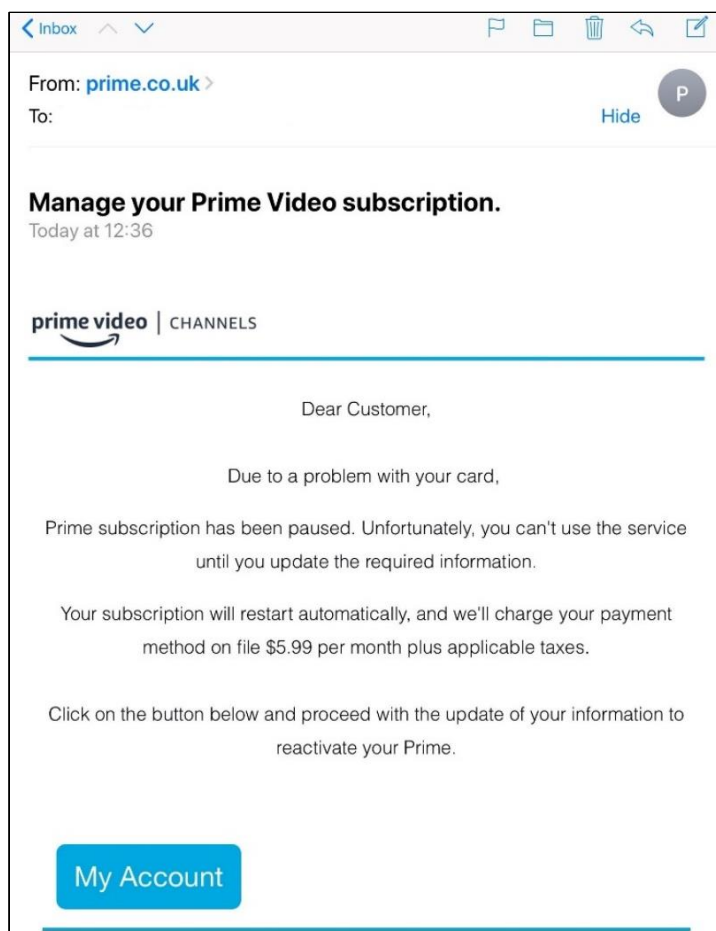
The latest news of our work and advice on scams and consumer issues.

Remember to stay up to date with our latest news by [following us on Facebook](#).

Contact Citizen's Advice Consumer helpline on 0808 223 1133 or [Citizen's Advice online](#) for advice on all Trading Standards matters.

Scam Alert – fake Amazon Prime emails

A Leicestershire resident has reported receiving this email purporting to be from Amazon Prime.



The fake email states that your Amazon Prime subscription is paused until you provide required information. The links in the emails lead to genuine-looking websites that are designed to steal your personal and financial information.

Anyone providing these details to the scam site could find their card fraudulently debited and would also be at risk of their identity and online accounts being taken over.

If you are concerned that you have passed on your personal information such as your bank details to a fraudster, contact your bank immediately for help.

Find out more about how to spot fake [Amazon](#) communications.

Scams should be reported to [Action Fraud](#) or by calling 0300 123 2040.

Spring has sprung in the countryside!

Now Spring is here, lambing season is in full flow and ewes and their lambs are a common sight in the fields.

Dog walkers enjoy walking in the countryside as great exercise for themselves and their dogs. If you are a dog walker, make sure your dog does not pose a risk to livestock. Consider the needs of livestock and keep your dogs on a lead when out walking.

SHEEP WORRYING BY DOGS CAN COME IN MANY FORMS.

Keep your distance from livestock, and ensure dogs are on a lead.

BARK CHASE BITE KILL

Information and advice can be found at www.sheepworrying.org.uk

Find out more about the dangers of sheep worrying from the [National Sheep Association](http://www.sheepworrying.org.uk).

The [Countryside Code](#) has great tips for enjoying the countryside safely.

Sunny days on the way?



Sunbathing season is nearly upon us, but are you sure that your sunscreen is up to the job?

Before using what's left from last year, check the expiry date to be sure it's still effective. If the date has passed, it should be replaced.

We often intercept cosmetics, including sunscreen, at ports of entry and find that it's fake or it's protection level (Sun Protection Factor) is incorrect. Follow these top tips:

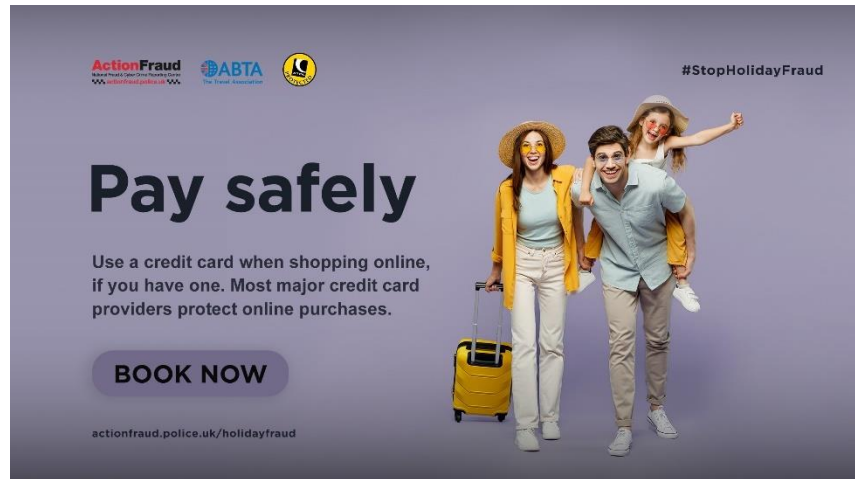
- Buy from reputable sources to be sure that it will protect you.
- You can burn on a cloudy day, even in the UK, so use sunscreen and cover up, being especially careful between 11am and 3pm.
- Don't forget to protect your eyes too by wearing sunglasses that bear the CE or UKCA mark.
- Follow sun safety guidance from [NHS](http://www.nhs.uk).

If thinking about that beach ready body puts you in mind of a summer holiday read on.

Enjoy a fraud-free holiday!

Going on holiday is often the highlight of our year. It is something we look forward to, but can be quite costly, especially if it all goes wrong. A recent study suggests that many consumers don't know or aren't sure how to check if a travel agent, tour operator or holiday booker is legitimate. Furthermore, many would rush into booking a trip without checking thoroughly.

Holiday booking via social media has increased with many searching for their holidays on social media sites including Facebook Marketplace and Instagram.



Here are some top tips to ensure that getaway is what you expect:

- Check if the company is ATOL and ABTA protected.
- Book a package holiday as it comes with more protection.
- Pay a deposit of at least £100 on your credit card.
- Check out the reviews online of the travel company.
- Ensure you book travel insurance as soon as you book your holiday.

For more information check out [ABTA](#) and [ATOL](#), get more advice on avoiding holiday fraud [here](#).

Choose safe not fake!

Horse urine and rat droppings are just two of the horrifying ingredients commonly found in fake perfumes, skincare, makeup, and toiletries.

The Intellectual Property Office has recently launched a campaign to raise awareness of the risks of buying fake products. Testing carried out on a selection of seized counterfeit beauty and hygiene products showed them to contain carcinogenic ingredients such as beryllium oxide and harmful heavy metals (arsenic, lead, and mercury).



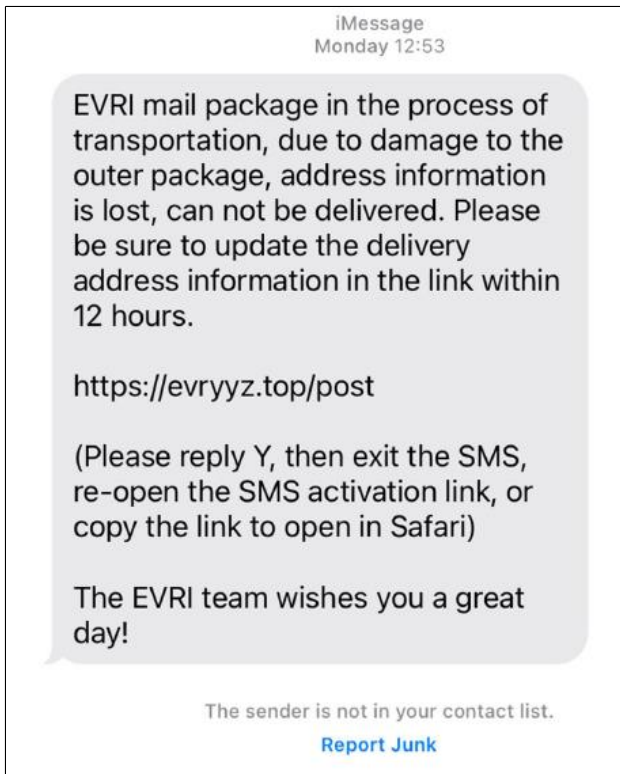
Samples were also found to contain rodent urine and equine faeces, providing further evidence of their unsanitary production. Find out more about the campaign at [gov.uk](#).

- Be wary of social media ads taking you to fake online platforms.
- Avoid payments by bank transfer.

- Question the price if it's much cheaper than elsewhere.

Get more tips on buying cosmetics safely from the [Anti-Counterfeiting Group](#).

Scam Alert – Evri delivery scam text



Watch out for fraudulent texts purporting to be from Evri (the new name for courier company Yodel), stating a package has been damaged in transit. Links on texts like these send you to a cloned site inviting you to enter your postcode.

Scammers use such cloned sites to gather your personal data. Your data may then be sold on or used to scam you again.

Scam text messages often include a shortened website address which disguises the cloned site address. Do not click on a link unless it is from someone you know and trust. To report a suspicious text message for free forward it to 7726. Get more information on this scam here: [Evri](#).

Worried about AI scams?

[Which?](#) has warned that fraudsters are increasingly using Artificial Intelligence (AI) to make scams more believable and harder to spot. They have highlighted the danger of voice cloning scams.



Voice cloning is when a person's voice is recorded and then used to create audio content of that person speaking. Fraudsters can use AI tools, such as an audio generation software, to create voice cloning scams. The scammer can make someone they have a voice recording of say anything that they want them to.

Victims have received out of the blue calls from a loved one in distress who eventually needs them to transfer money for some made up emergency. This is a voice version of the “Hi Mum or Dad” scam text which has regularly gone around and resulted in requests for money if the recipient was deceived.

Here's what to look out for:

- The caller likely won't say much - perhaps they'll just say something short like 'please help me'.
- Listen for unusual background noises and unexpected changes in the tone of the caller which indicate you aren't having a real-time conversation with a real person, so look out for unusual pauses.
- Ask the caller for as much detail as possible as only the real person will know these.
- You're asked to make a payment using gift cards or cryptocurrencies as these are typical of scams.

Get more advice on how to spot and report a scam from [Citizen's Advice](#).

Car Boot sales and weekend markets

Do you regularly sell at Car Boot sales or weekend markets?



Car boot season is well and truly under way and most people who sell at boot sales probably don't consider themselves to be in trade, even if they sell at boot sales several times a year. If you buy goods or make them especially to resell you are likely to be a trader, even if boot sales are not a major source of income.

There is a [guide](#) from [Business Companion](#) that will help you decide whether or not you are a 'trader' and what you must do to comply with the law. It is also designed to help genuine private sellers decide what they should and should not sell.

Checks on food ingredient labels.

Have you ever wondered how much meat is in your meat pie or whether your ready meal contains what it says it does?

Our Trading Standards Officers have recently been out and about in the County taking food samples for analysis. We check the composition of foods to ensure it is what it says it is and does not contain any unsafe or banned ingredients. We also check that labels are accurate, legally compliant and are not misleading.



Report concerns to us via our [homepage](#).

Thinking of buying a used car?

Many dealers offer a warranty with the purchase, this is not a legal requirement but can provide extra cover if something goes wrong with the car.

Remember a warranty is additional to your [legal rights](#) when purchasing goods from a trader.

Use this checklist before you agree to purchase a car with a warranty:

- Make sure all details are in writing and that vehicle details are correct.
- Ask what level of cover you're signing up for or what is covered with the car purchase and ensure you know exactly what is included and the process of making a claim.
- Check the dates your car is under warranty and the price, as this should reflect what level of cover you're offered and the value of your vehicle.
- Check if the company is regulated by the Financial Conduct Authority or the Motor Ombudsman Body. If so, they must operate under a set code of practice.
- Check the cooling off period. If you sign up for a warranty on the phone or online, you have 14 days to cancel and get a refund (assuming you haven't made any claim).



Most importantly, ensure you obtain all the above in writing before you agree to a warranty or on a purchase of the car.

Find out more from the [Motor Ombudsman](#).

Citizen's Advice also have helpful [guidance](#) on exercising your rights under warranty.

Leicestershire Trading Standards Service

Tel: 0116 305 8000

Email: tradingstandards@leics.gov.uk

[f](#) /LeicsTradingStandards