

Trading Standards News

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



Christmas Special Edition 🎄

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 [online](#) for advice if something has gone wrong with a product or service that you have bought.

Scam Alert – Post Office scam texts

Scammers are impersonating the Post Office in an attempt to steal your personal details by stating that a parcel has been sent back to your local branch.

The link will direct you to a legitimate looking website for the sole purpose of stealing your personal information. If you enter your details, they may be used to scam you again.

POST OFFICE: Your parcel was returned to our depot after a failed delivery attempt. Your redelivery can be arranged via: [https://\[redacted\]](https://[redacted])

Take a minute to think when receiving unsolicited messages and remember, the Post Office doesn't deliver parcels.

For more information on how to spot a dodgy scam text visit [Which?](#) #ThinkQuickNeverClick

Sleigh no to Loan Sharks!



Christmas is a time for family, friends, and fun. Unfortunately, it's also the period when loan sharks are particularly active.

Everyone knows that loan sharks are bad news. They charge extortionate interest rates and can force their victims into a cycle of debt that they're unable to escape from. But what exactly is a loan shark, and how can you spot them?

A loan shark is someone who lends money illegally without the correct permission from the [Financial Conduct Authority](#). Loan sharks are criminals who prey on the most vulnerable people in communities by trapping them into spiralling debt.

Look out for the warning signs:

- Appear friendly and helpful at first
- Makes you pay back more than you borrowed
- Never provides paperwork

- Often turns nasty
- May take your possessions

Get advice and support if you're dealing with a loan shark 🐡 [Stop Loan Sharks](#).

How can you make sure you gift safe toys to your child at Christmas?



Follow these top tips before gifting a toy to a child:

- Check the age labelling is appropriate for the age of the child it is intended for. Some toys for example are unsuitable for children under 3 years due to small parts.
- Does the packaging look genuine with print and warnings in the correct language?
- A UK Conformity Assessed (UKCA) mark or CE mark should be present on a toy or its packaging.

- A UK or EU address should be given so that you can contact the company with any issues.
- Supervise your child during initial play. Some counterfeit toys break easily releasing dangerous small parts or gel contents. Get more advice on fake toys from the [British Toy and Hobby Association](#).

Learn how to shop safely, what to look out for and what to do if things go wrong with Citizens Advice [“Stop before you Shop”](#) guide.

Don't Blow Christmas!

Fake electrical products are everywhere, from e-commerce sites you know and trust, to your favourite social media channels.

Make sure you vet the seller and question the price if its much cheaper than elsewhere. Trust your instincts and don't pay by bank transfer.

Get more top tips from the [Intellectual Property Office](#) - know the risks and learn how to spot a fake!

