

Consumer Alerts – August 2026

Beware cold callers offering insulation products.

The Service has received a spate of reports about cold callers in the South Ribble area knocking on doors offering to replace boilers on a government scheme. In one instance the seller was very pushy to the point of being aggressive, not taking no for an answer and not leaving the property when asked.

Best advice is to not engage with any cold caller and if you are interested in finding out if you could benefit from a government grant scheme check independently. Cosy Homes in Lancashire (CHiL) is a Council run initiative that can provide advice and help in relation to eligibility for the Government Warm Homes funded grants. www.chil.uk.com

Trading Standards advice is to always say no to cold callers. The Safetrader scheme can help you find a trader in your area, contact 0303 333 1111 or go to www.safetrader.org.uk.

Beware scam 'X' email

Be on the lookout for a current scam email claiming to be from X (previously Twitter). The email informs you there has been a login to your account from a new device and gives the location as Arizona. The email states that if this wasn't you, to complete steps to protect your account. The steps include clicking a link to change your password, and to click another link to review the apps that have access to your account and revoke any that are unfamiliar. Whilst the advice is legitimate X advice, using the

links provided in the email to do this is not and is attempting to trick you into giving scammers your password, or direct access to your X account.

If receiving such an email, be suspicious, never click on the links provided, check the security of your account by accessing through the genuine app.

Scam clothing ads

Beware websites that advertise clothes they don't stock and instead ship cheap items from third-party sellers overseas – a practice known as dropshipping. These websites and social media ads can use brand names with city references to make them look like trusted British brand names, claim they are long standing independent businesses, that products are handmade or made from cashmere, wool etc and claim false money back guarantees or free returns policies.

Often customers receive substandard products and, in many instances, cannot contact the seller or get refunds. Some businesses give the misleading impression they are UK-based when they are actually overseas, in countries such as China, making it even more difficult for people to return goods or get their money back.

Forward suspicious emails to report@phishing.gov.uk

Contact the Trading Standards Service via the Citizens Advice consumer Helpline on 0808 223 1133.

Check out our Facebook page, www.facebook.com/StanleyDards/

