

Consumer Alerts – December 2025

Beware bogus roofers in Preston

Lancashire Police are warning householders to be on the alert for cold callers claiming there is a problem with your roof. In one incident the offender approached a householder in Preston claiming work needed doing to their roof. Initially the trader took £2500 from the victim before claiming he wanted another £75,000 to complete the work. Fortunately, this money was not handed over and the alarm was raised.

Beware bogus roofers in Hyndburn

An Accrington resident received a knock on their door from a roofer they were aware was working in the area. The roofer claimed there was a problem with the chimney, quoted a price and asked for a deposit of £400. The trader was up in the attic for a very short space of time, dislodged some tiles, left and didn't return. A neighbour suffered similar circumstances, giving money, the trader doing little work then not returning.

Beware mattress sellers in South Ribble

Beware door to door sellers offering mattresses for sale. A South Ribble householder agreed to buy one, only had £50 in the house and so the seller drove the householder to the bank. Luckily the seller did not get any more money due to a set withdrawal limit.

Never deal with such cold callers, often their prices change depending on who they are trying to sell to. The mattresses may also not conform to stringent British safety standards.

Mystery box phishing scam

Beware of receiving an unexpected email claiming 'Limited time offer. Don't miss out on this exclusive deal. Get ready to unbox exciting gadgets, smart devices and surprise gifts. What will be in your Mystery Box?'. Often, these messages claim to be giveaways by popular stores and provide links to dodgy websites where you're asked to complete a survey to be in with the chance of winning an item. The aim is to steal your personal and financial information to either scam you immediately or later down the line.

This scam can target at any time of the year but may be one to watch out for over the Black Friday sales, Christmas period into the January sales.

Scam parcel delivery texts and emails

At this busy time of year make sure you keep track of online orders and parcels that you are expecting to be delivered to your home. Be on the alert for scam texts or emails claiming to be from a delivery company to reschedule or pay additional delivery fees, or false tracking information being given for parcels that never arrive.

Contact the Trading Standards Service via the Citizens Advice consumer Helpline on 0808 223 1133. Check out our Facebook page, www.facebook.com/StanleyDards/

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.

