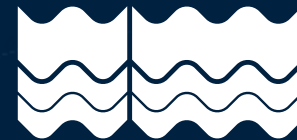


tsconnect



Trading Standards. Inform. Support. Protect.

Keeping you up-to-date with all the latest consumer and business related topics.

Issue 10 – June 2011



The Trading Standards Team,
based at St Mary's House.

Welcome to the Trading Standards E-newsletter!

In this issue:

- [Avoid counterfeits at car boot fairs this summer!](#)
- [Know your rights when visiting Europe this summer](#)
- [Digital Switchover](#)
- [2012 Olympics](#)
- [A reminder about the dangers of Chinese lanterns](#)
- [Focus on... ESDA Coach Services Ltd](#)

Latest news

Visiting Europe this summer? It's time to know your rights!

Avoid counterfeits at car boot fairs this summer!

Now that the warmer weather is here car boot fairs have begun again across the County.

Last year East Sussex County Council Trading Standards joined forces with the organisers of 10 Car Boot Sales from across East Sussex - to say a big "no" to sellers and buyers of dodgy counterfeit goods.

The car boot organisers have signed the Real Deal national markets' charter to support the work of Trading Standards and the police in the fight against counterfeit goods at car boot sales in East Sussex.

Car Boot Sales are a great way for people to buy and sell their unwanted goods, recycling what is no longer needed and hopefully making some money or bagging a bargain in the process but unfortunately these events are sometimes targeted by criminals out to make money selling poor quality fake or stolen goods.

Anyone visiting a car boot fair in East Sussex that suspects the sale of fake or stolen goods can report the sellers of counterfeit goods by email to stopfakes@eastsussex.gov.uk or by calling Trading Standards on 0345 60 80 197.

For more information on participating car boot sales visit www.realdealmarkets.co.uk.

Looking for a reliable, honest business? Check out...



Got a problem? Need advice?



Visiting Europe this summer? It's time to know your rights!

The UK European Consumer Centre (UK ECC) is telling UK consumers who plan to visit Europe this summer: 'it's time to know your rights'. It is urging them to take steps to make their trip as smooth as possible by understanding their rights before they go.

Visits by UK residents to Europe fell by six per cent from 45.5 million to 42.7 million in the 12 months to January 2011, compared to the year before.

We have already had the first taste of summer with the wonderful weather this April and many people's thoughts have started turning to their summer holidays. If you plan to visit Europe this summer Trading Standards urge you to get to know your consumer rights, before it's too late.

The UK ECC experiences a surge of complaints and enquiries in the last quarter of a year and the first quarter of the next year when consumers try to sort out disputes themselves upon return from their holidays. By encouraging consumer to do their homework before they go we hope that at Sussex consumers will be better prepared for their trips.

If you have been affected by the recent ash cloud the following organisations may be able to help: Civil Aviation Authority www.caa.co.uk or the UK European Consumer Centre www.ukecc.net.

You can also find out more about passenger rights by looking at the UK ECC's web pages on air travel.



The UK ECC can provide guidance and advice to consumers on air travel, package holidays, timeshare and holiday clubs as well as shopping in European countries, international mobile roaming, Internet auctions and banking among other things.

The UK ECC provides advice and support to consumers who have a dispute with a trader based in a European country outside the UK and will assist consumers in the attempt to resolve the complaint.

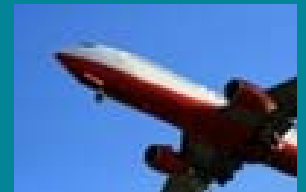
For more information on how to prepare yourself when planning your summer holidays consumers can make contact with the UK European Consumer Centre via the website www.ukecc.net or by phone on 08456 04 05 03 weekdays

between 10am and 3pm.

The UK ECC advises UK consumers to make 2011 the year they 'do their homework' on their consumer rights when buying goods from the EU, by issuing a set of 'revision notes'. You can view these by visiting the advice pages.

Affected by the volcanic ash cloud?

UK consumers affected by current flight disruptions connected to the volcanic ash cloud from the Grimsvotn volcano in Iceland have a number of routes open to them for help and advice, according to the UK European Consumer Centre. "Even in extraordinary circumstances such as this, Air Passenger Rights under EU Regulation 261/2004 may still be useful."



Digital Switchover

The date for the digital switchover in East Sussex has been announced and the timetable for the switch off of analogue TV channels has been determined. The transmitter for East Sussex will be switched off in two stages, the first on the 30 May 2012 and the second stage on the 13 June 2012.

After the switchover Freeview signals will be boosted enabling thousands of homes to receive the digital service for the first time. At stage one, analogue BBC Two will be switched off and the first group of Freeview digital channels will become available from relay transmitters for the first time. At stage two the remaining analogue channels will be permanently switched off and replaced with additional digital TV, radio and text services.

The Switchover Help Scheme will offer equipment and practical support to older and disabled viewers. It will write to eligible viewers in the run-up to switchover. Call 0800 40 85 900 or visit helpscheme.co.uk for more details

East Sussex County Council Trading Standards department are concerned that during and leading up to the switchover residents may be given misleading advice about their aerials and television reception equipment.

East Sussex County Council Trading Standards department would urge residents that feel that may have been given misleading advice to contact Consumer Direct on 08454 04 05 06 or via www.consumerdirect.gov.uk.

If you do require help with digital set up East Sussex County Council Trading Standards department are able to supply the details of aerial installers that are approved members of their Buy With Confidence scheme.

For a list of approved Buy With Confidence member please visit: www.eastsussex.gov.uk/buywithconfidence. You can also find out more about the Digital Switchover by visiting Digital UK's website: www.digitaluk.co.uk



The official ticketing site for residents of the UK and designated European countries is www.tickets.london2012.com

Individuals from outside the UK and designated European countries should see our list of official suppliers.

If you think you have purchased tickets from an illegitimate ticketing website contact Trading Standards 0345 60 80 197.



2012 Olympics

Trading Standards are concerned about the possibility of people being scammed by illegitimate companies or websites claiming to be selling tickets for the 2012 Olympics.

There are a number of unofficial websites claiming to sell tickets, we therefore advise people to be extremely cautious and vigilant when attempting to buy tickets and only purchase from an official source.

The following websites are the latest to be reported to LOCOG, the organising committee as being fake or unauthorised ticket outlets for the London 2012 Games; www.london-olympics-tickets.org.uk, www.euroteam.info, www.worldticketshop.com, www.olympicket.info, www.edusport.co.za, www.globaleventforum.com, www.euroteamtickets.com, www.freetickets.org.uk/entertainment/sports-tickets/london-2012-olympics-tickets, www.britainolympics2012.co.uk, www.ticketcity.com, www.london-2012-games.com/2012-olympics-tickets, Please **DO NOT** buy London 2012 tickets from any of these sites.

This is not an exhaustive list of unofficial or fraudulent sites, so always use caution online. If in doubt there is a url checker on the London 2012 website which will identify official sources, www.london2012.com/about-this-website/ticketing-website-checker.php

A reminder about the dangers of Chinese Lanterns

With wedding season now upon us sales of Chinese Lanterns or sky lanterns are increasing as they become an ever popular choice for weddings and other celebrations.

Trading Standards remind consumers and businesses of East Sussex that are considering selling or using these lanterns to consider the risks involved.

Research previously conducted found incidents where property had been either damaged or destroyed, or the lanterns had caused death or injury to livestock. Non biodegradable lanterns often include metal parts which upon descent are discarded into the surrounding countryside and can cause considerable and sometimes fatal harm.

There are also concerns expressed by the maritime authorities of lanterns that have been released near the coast and drifting out to sea, being mistaken for distress flares and so Trading Standards advise anyone planning to release sky lanterns in coastal location to first notify their local Coast guard to try to avoid unnecessary concern.

Although there is no legal requirement Trading Standards would urge consumers and businesses alike to purchase lanterns that are 100% biodegradable (no metal wires), that come with a high quality fuel source and that have comprehensive operating and safety instructions.



Any non-profit making group whose membership includes at least one person with mobility difficulties (they need not be registered disabled) may be eligible to use the services offered by ESDA Coach services. To find out how they can help your group enjoy excursions with our highly experienced team, call 01323 514512 or email info@esdacoaches.com for a quote.

Focus on... ESDA Coach Services Ltd

ESDA Coach Services Ltd are a wholly owned subsidiary of East Sussex Disability Association, and has been in operation since October 2008 when it took over management of the transport service previously managed by Action in Rural Sussex.

With three fully accessible coaches and a team of highly skilled driver attendants ESDA Coach Services are able to provide a unique door-to-door service for older, disabled or vulnerable children and adults, collecting housebound passengers from their home, using tail lifts to safely board wheelchair users who may travel in their wheelchair if they are not able to transfer to a seat.

By being accredited to the Support with Confidence scheme, service users and carers can be assured that ESDA Coach Service customers and passengers are in safe hands.

For more information on the Support with Confidence Scheme visit www.eastsussex.gov.uk/supportwithconfidence .



East Sussex County Council Trading Standards

St Mary's House, 52 St Leonards Road,
Eastbourne, East Sussex, BN21 3UU

Tel: 0345 60 80 197 or Email: trading_standards@eastsussex.gov.uk.

Or visit www.eastsussex.gov.uk/business/tradingstandards/.



This e-newsletter is compiled by East Sussex County Council Trading Standards Service, we hope you've enjoyed it!