

★ JOIN THE FIGHT ★

Suffolk Consumer Champion
Weekly Bulletin

This week's top features



We are inviting Suffolk's businesses and residents to comment on our proposed updated Enforcement Policy. This policy is used to make sure we enforce the law fairly, to keep Suffolk safe.

Suffolk County Council Trading Standards carries out a range of enforcement action in the county, from investigating online sales of counterfeit clothing to fraudulent business practices or poor workmanship by rogue traders. Often such investigations involve working with partner agencies. This year, we have been working more closely with Norfolk County Council Trading Standards to develop a joined-up approach to enforcement, including

cross-border crime.

This updated policy incorporates guidance from Norfolk, to offer a consistent approach to enforcement in the East. It provides a framework to ensure that enforcement is delivered in an equitable, practical and consistent manner.

The proposed Enforcement Policy and a short survey can be found [here](#).



We are warning fans seeking Ed Sheeran tickets against purchasing from unauthorised websites

If you buy a ticket from an unauthorised website or tout you risk being scammed, and not getting the ticket you wanted and paid for.

We always advise making purchases over £100 via credit card where possible, as you will receive Section 75 protection. You will not receive additional protection if you pay by another method like bank transfer or cash.

If you receive a fake ticket or want to report a ticket seller to Trading Standards, you can do so by calling the Citizens Advice consumer helpline on 03454 040506.

[Read more on the EADT website](#)



We've received a report of fake Morrisons vouchers doing the rounds on WhatsApp!

Links offering these will take users to a webpage which will harvest personal data from a survey. Morrisons have confirmed that there are no vouchers available.

Please report instances to [Action Fraud](#) via 0300 123 2040 and make friends, family and neighbours aware!



Primera Air which operated services from various points in the United Kingdom, has ceased trading. The Civil Aviation Authority have provided comprehensive advice for UK Consumers who have been impacted.

Airlines are not included within the ATOL Scheme, so if you booked direct with an airline that has ceased trading you will not be covered. If you paid directly to the airline by credit card you might be protected by Section 75 of the Consumer Credit Act 1974. You should check with your card issuer for further advice. You may have similar cover if you paid by Visa debit card. Check with your bank.

Some card providers will ask for a negative response letter confirming the position. Passengers may also be able to make a claim against their travel insurer.

Passengers who have travelled will need to make their own arrangements to return home. They should contact their travel insurer or travel agent for assistance.

For further guidance, visit the Civil Aviation Authority's web page [here](#).



IKEA have issued an urgent recall of their CALYPSO ceiling lamp with date stamps 1625 - 1744 due to reports of the glass shade falling.

Further details of this recall, and other recalls can be found on [our website](#).

Product Recalls

Fraud and Scam Advice

Consumer Rights

Friends Against Scams

Become a Consumer Champion

If you need advice, or want to report a scam or rogue trader, call us via 03454040506.

