

Fair Trading in North Ayrshire



Trading Standards



NORTH AYRSHIRE
COUNCIL

How Trading Standards protects you from unfair trading practices.

We make sure that businesses follow consumer protection laws by:

- carrying out routine inspections of trade premises,
- investigating complaints,
- undertaking projects and special investigations,
- sampling and test purchasing,
- testing goods in laboratories, and
- monitoring adverts.

We aim to protect consumers and traders from unfair or unsafe trading practices.

Consumer advice

We can offer:

- pre-purchase information,
- free legal advice if you buy goods or services that you are unhappy with,
- to mediate in disputes between consumers and traders,
- advice and assistance about small claims in the Sheriff Court and,
- talks to traders and consumer groups.

Business advice

We can offer:

- advice to businesses to help them meet legal requirements, and
- to introduce you to other departments of the council who may be of assistance.

Consumer Safety

We aim to protect consumers' safety by:

- taking action to prevent unsafe goods being sold,
- making sure that goods are marked with appropriate warnings, for example on toys, electrical goods, household chemicals, cosmetics, fireworks and upholstered furniture,
- preventing tobacco products being sold to children, and
- making sure that petrol is stored and distributed without harming the environment.



Quantity and Quality

We are also responsible for:

- checking the accuracy of trade weights, measures and weighing and measuring equipment, for example, weighing machines,
- supermarket checkout scales, petrol pumps and beer and spirit measures in pubs,
- taking action against “short” weight or measure, for example, on prepacked foods, measures of whisky and spirits, fruit and
- vegetables, meats and cheeses, building materials, bottles of spirits and sacks of coal,
- controlling factory production lines,
- calibration services for industry, and
- safeguarding the quality of fertilisers and animal feeding stuffs.



Trading Practices

We can enforce laws on:

- trade descriptions,
- car “clocking” (mileage fraud),
- property misdescriptions/estate agents,
- accuracy of holiday brochures,
- trade marks,
- counterfeit videos, CDs, tapes, clothes and perfumes,
- timeshare,
- price marking in shops,
- misleading price indications,
- “no refunds” notices,
- consumer credit - advertising, loan sharks, credit “blacklisting”,
- “cooling-off” periods,
- hallmarking,
- video classification, and
- environmental claims.

Animal Health

We aim to prevent the outbreak of animal diseases by:

- checking the health and welfare of animals, mainly on farms,
- ensuring farmers keep animal movement records,
- responding to emergencies involving outbreak of disease.

How to contact us for advice

North Ayrshire Council
Trading Standards Service
Bridgeway House
Irvine
KA12 8BD

Tel No: 01294 324900

Fax: 01294 324914

E-mail: tradingstandards@north-ayrshire.gov.uk

web: www.north-ayrshire.gov.uk



Our opening hours are:

9am to 4.45pm, Monday to Thursday

9am to 4.30pm, Friday

No appointment is required.

Trading Standard Surgeries

Energy Saving Trust every Monday 10am to 12.30pm

Experts are here to save you energy and save you money.

1st Alliance Credit Union - find out more.

10am -2pm Thursday / Friday.

Join and save wisely with the Credit Union

We want to know what you think of our services.

If you have any complaints or queries about any of our services please contact us.

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