

# 2017 Advent Consumer Tips

## 1 UNDER PRESSURE, TEMPTED TO SPEND?

When present shopping are you... buying out of habit, obligation, guilt or external pressure? Review your list, plan & stick to your plan.

## 2 CHRISTMAS LOANS

Borrowing money? Make sure they're reputable lenders. Understand exactly what you're signing up to and what will happen if your financial situation gets worse? Is the lender a subscriber to the Jersey Code of Consumer Lending? Visit [www.gov.je/tradingstandards/consumerlending](http://www.gov.je/tradingstandards/consumerlending)

## 3 EATING IN OR OUT?

When are you eating out, when are you eating in, and who are you catering for? In a pickle with portion sizes – Visit... [www.lovefoodhatewaste.com](http://www.lovefoodhatewaste.com)

## 4 NOT SURE WHERE TO EAT OUT?

Look out for the **Eat Safe** star ratings. Visit: [www.gov.je/eatsafe](http://www.gov.je/eatsafe)

## 5 BOOKING A RESTAURANT?

It's always advisable to make a booking, but don't forget if you had to pay a deposit, you may lose this if you reduce numbers or cancel. Check their policy and make any special requirements known at the time of booking.

## 6 THOSE EXTRAS ON THE BILL?

Be aware of all service charges and how these will be calculated before you dine. Compliment good service, ask for things to be put right at the time and don't be afraid to challenge if you are still not satisfied.

## 7 DON'T LEAVE VALUABLES...

In your coat pockets in cloakrooms and always check you are leaving with the same coat you arrived in!

## 8 DID YOU GRAB A BARGAIN LAST YEAR?

Where did you put those half price Christmas cards, dig out that Christmas pudding from the bottom of the freezer and find that special gift for a special someone from last January's sales.

## 9 SHOP AROUND BEFORE YOU BUY...

To get the best deal don't focus on the apparent savings, focus on the price you will actually pay. Do you really need the goods, it is on your plan or are you being impulsive?

## 10 DON'T BE FAKE THIS CHRISTMAS!

Don't be tempted to buy really cheap branded goods online. Electrical goods may be a fire or electrical shock hazard and perfumes and cosmetics may contain harmful substances.

## 11 KNOW YOUR RIGHTS!

You have consumer rights but they do depend on where and how you buy. Visit [www.gov.je/tradingstandards](http://www.gov.je/tradingstandards)

## 12 SAFE WAY TO PAY?

You get additional protection when you buy goods or services over £100 when using your credit card. If something goes wrong and the trader won't help, the credit card company may have to step in.

## 13 PLACING AN ORDER

Placing an order may reduce the stress and running around last minute.

## 14 SHOP FOR DATES

Not just the sticky ones! Make sure the 'use by' dates fit in with your meal plans. If not, hit the 'pause' button. You may be able to freeze your goodies. Check freezing details.

## 15 SAVVY SHOPPERS!

Use bags for life, pack raw meats separate from cooked foods and keeps chilled items together. Leave the food shopping till last then get it home and put away without delay.

## 16 COOK IN ADVANCE

Now is the time to cook in advance. Starters, mains, deserts and sides can be prepared and frozen in advance. Just make sure you portion it, wrap it, label it and relax!

## 17 HARMFUL BACTERIA

An unwelcome guest at the Christmas table. Defrost your turkey and other frozen foods thoroughly to make sure they cook through evenly. Big birds take longer and can't be hurried!

## 18 ICE & SLICE

Hoorah it's time for 'ice and a slice'. Freeze fruits before they 'turn' as they can jazz up festive drinks and smoothies.

## 19 TIMING IS EVERYTHING

The oven is on and timing is everything. Make a list of what time foods go in and delights come out. This will save on your energy bill and time in the kitchen.

## 20 YOU AND THE TURKEY ARE STUFFED!

Just one last effort with the leftovers. When cool you know what to do. Portion, wrap and label. Don't leave it out overnight. Don't leave it out overnight for the bacteria to breed!

## 21 MAKE SURE THE KIDS PLAY SAFE!

Follow the instructions and warnings that accompany gifts. Sign up to receive product recall and safety notifications. Visit [www.mygov.je](http://www.mygov.je)

## 22 UNWANTED GIFT!

Your statutory rights do not apply if you simply changed your mind. Check out the store's returns policy before you buy. Remember if you bought online, you may have additional rights - Keep hold of the receipts!

## 23 FAULTY GOODS

You have rights if goods are faulty or not fit for purpose. Keep gift receipts as it will help if things go wrong and don't delay in complaining.

## 24 CALLOUT CHARGES!

If you have to call out a tradesman for an emergency repair during this festive season make sure you know what the 'call out' or 'minimum charge' will be before you agree. Make sure you both understand what work will be carried out, what it will cost (or how it will be calculated) and when and how the trader expects payment.

## 25 FINALLY, ENJOY THE FESTIVITIES!

All best laid plans can sometimes go wrong. Know where to get help!



Trading Standards, Environmental Health and the Jersey Consumer Council...

Wish You a Happy & Safe Christmas.



### Problems with Goods & Services

Trading Standards Service  
Telephone: 448160  
Email: [tradingstandards@gov.je](mailto:tradingstandards@gov.je)  
Web: [www.gov.je/tradingstandards](http://www.gov.je/tradingstandards)  
[@StatesofJersey](https://twitter.com/StatesofJersey)

### Food Safety

Environmental Health  
Telephone: 445808  
Email: [environmentalhealth@gov.je](mailto:environmentalhealth@gov.je)  
Web: [www.gov.je/environmentalhealth](http://www.gov.je/environmentalhealth)  
[@StatesofJersey](https://twitter.com/StatesofJersey)

### Consumer Issues

Jersey Consumer Council  
Telephone: 611161  
Email: [jcc@jerseyconsumercouncil.org.je](mailto:jcc@jerseyconsumercouncil.org.je)  
Web: [www.jerseyconsumercouncil.org.je](http://www.jerseyconsumercouncil.org.je)  
[f](https://www.facebook.com/jerseyconsumer) [t](https://twitter.com/jerseyconsumer) @jerseyconsumer