



TRADING STANDARDS

Consumer Alert Newsletter

18 July 2025

Dear Kent Residents

A Kent resident lost several thousand pounds after paying for an online course linked to a money-making scheme they found on social media. Following the first 'mentoring session', they felt misled and asked for a refund — but it was refused.

 If you're promised high returns that seem too good to be true, they probably are.

- ✓ Don't engage — if you've already started chatting, end the conversation.
- ✓ Always research the business. Don't trust reviews they show you — they could be fake.

 Need advice or want to report a scam? Call the Citizens Advice consumer helpline on 0808 223 1133.

Together we can create a safer community and protect ourselves from the threat of scams.

For scam alerts as they are issued please add us on [Instagram](#) or [Facebook](#).



Mark Rolfe

Interim Head Community Protection

 **Doorstep Criminals target Ashford, Faversham, Herne Bay, Romney Marsh and Sevenoaks**

In one instance the resident paid by cheque for moss cleaning on their roof, but after writing the cheque they were told it should be made out to a different name. Both cheques were cashed by the criminal.

Two other incidents involved significant upfront payment but work has never been completed and the criminals no longer respond to telephone calls. One resident had a knock at their door and was told there was a loose tile, creating a hole in the roof. The resident paid by cheque, but a neighbour said no work was carried out. Gardening work was offered by cold callers, the resident paid but little work was done.

- ✓ Please warn your vulnerable friends and family to be alert.
- ✓ If you need work done on your home or garden use a safe, local trader from [KCC Trading Standards Checked](#)
- ✓ [Report cold callers to Kent Police](#)

You can also report it to the charity CrimeStoppers on 0800 555 111. You'll stay 100% anonymous, always.

 For advice Citizens Advice consumer helpline: 0808 223 1133.

⚠ One local cat, Smokey, nearly died after being treated with a fake flea product bought online.

The treatment looked real, but it contained a toxic insecticide. Smokey needed emergency surgery to survive.

Don't let this happen to your pet.

- ✓ Buy only from trusted retailers
- ✓ Check packaging for errors
- ✓ Report anything suspicious

[➔ More information](#)

⚠ Kent resident targeted by Dash Cam Scam.

They made an online purchase of 3 dash cams - with hindsight, they thought this might be a scam. They asked to cancel, but was told it was outside the cancellation period.

The resident later received a parcel containing a bag of confectionary.

- ✓ Always do your research on a business and make sure they are who they say they are.
- ✓ Verify the website's security by looking for the padlock icon in the address bar and ensuring the URL starts with "https://".
- ✓ Stick to well-known and trusted online stores.
- ✓ Before buying from a new seller, especially on online marketplaces, check for reviews and feedback from other customers.

 For advice and to report contact Citizens Advice consumer helpline 0808 223 1133.

If you have paid the criminals, call your bank immediately on 159 to report.

Do you or someone you know use a telecare alarm?

Landlines switching from analogue to digital could stop telecare alarms working, but landline providers can help. The switchover is already happening, so call the landline provider for support now.

 [More information](#)

Summer slush warning: Glycerol in slush ice drinks unsafe for children under 7.

At very high levels of exposure, typically when several servings of these products are consumed by a child in a short space of time, glycerol can cause shock, very low blood sugar levels and loss of consciousness.

Product Details

Summer slush drinks or "slushies" from machines and pouches.

Containing: Glycerol (E422)

Advice for consumers

FSA advises that children aged 7 to 10 should have no more than one 350ml 'slushie' drink per day – roughly the size of a fizzy drink can.

Parents should ask sellers whether drinks contain glycerol and review product labels or signage at point of sale. The FSA advises consumers to avoid products if they're unsure about ingredients and seek medical advice if a child develops symptoms.

 [More information](#)

Neosis Schokolade Love of Dubai chocolate recalled due to undeclared peanuts.

This means the product is a possible health risk for anyone with an allergy to peanuts (nuts).

Product Details

Pack size: 95g

Lot number: All numbers

Best before: All dates

Advice for consumers

Don't buy this product, and if you have bought it, don't eat it, especially if you have a peanut allergy. Dispose of the product at home and get in touch with your local Trading Standards in Great Britain to let them know where you purchased it.

How to get advice and report



To report scams and get advice on consumer issues call Citizen's Advice consumer helpline on **0808 223 1133**

CrimeStoppers.

If you have information on doorstep criminals, counterfeit, fake or illegal goods, illicit tobacco, loan sharks or those selling restricted items to underage kids, call the charity Crimestoppers 100% anonymously on **0800 555 111**

To find a safe, local trader use Kent County Council's safe trader scheme: Trading Standards Checked. To find a member call 03000 416438 or visit kent.gov.uk/tschecked