

What is Sales Assured?

Sales Assured seeks to improve the standards for face to face marketing in Australia. It aims to ensure the highest standards in selling practices by salespeople working for our members.

MEMBERS ONLY ENGAGE SALES PEOPLE THAT MEET STRINGENT REQUIREMENTS.

Why Sales Assured?

Sales Assured was established to improve the sales experience, reduce complaints and increase consumer confidence in face to face sales.

Whilst recognising that there are laws, such as the Australian Consumer Law, that govern unsolicited sales, Sales Assured aims to lift the bar and ensure strict compliance and ethical practices by sales agents at the door, in kiosks or at event marketing.

Feedback

MEMBERS WILL ACTION YOUR COMPLAINT AND PROVIDE YOU WITH FEEDBACK WITHIN 21 DAYS

Sales Assured members monitor the performance of their salespeople regularly and have rigorous processes to provide the best service possible.

If you have had a visit from a sales agent and you were happy with your experience, why not let the member know?

If your experience was in any way unsatisfactory, or if you would like to make a complaint, please contact the member concerned.

They will action your complaint and provide you with feedback within 21 days of you raising a complaint.

If you're still unsatisfied with the outcome or would like further advice to understand your rights, you can always contact the relevant industry ombudsman in your State or Territory, the Dept of Fair Trading or the ACCC.

If you have questions about Sales Assured please contact us at 0412 206621.

SALES ASSURED MEMBERS GO TO GREAT LENGTHS TO ENSURE THAT THEY ENGAGE THE RIGHT PEOPLE.

- ✓ All prospective sales agents are screened using a 100 point identification check, a recent criminal history check and accreditation check.
- ✓ New sales agents who succeed in achieving screening standards are then registered on an industry central register. Only fully registered sales agents may display the Sales Assured Logo when undertaking sales activities.
- ✓ Sales agents undergo an ongoing training, accreditation and assessment process to ensure they always comply with the standards and meet your expectations.
- ✓ Any sales agent who breaches the standards faces disciplinary action which can include, retraining, having their Sales Assured accreditation suspended and/or deregistered for up to 5 years.

What to Expect

Be assured that sales people will:

- ✓ Be courteous, professional and respect you
- ✓ Only call during permitted times of the day
- ✓ Not visit a premise with a Do Not Knock notice
- ✓ Cease contact when you advise them the contact is inconvenient, unwelcome or inappropriate
- ✓ Always identify themselves and provide you their name, the company they represent and their ID
- ✓ Communicate with you clearly and truthfully and never use high pressure sales tactics
- ✓ Explain any cooling-off period and let you know what happens next
- ✓ Ensure that you understand any agreements
- ✓ Explain to you fully the terms of any contract, inclusive of price and any associated fees
- ✓ Never exploit inexperience or vulnerability; and
- ✓ Comply with applicable regulatory requirements.

When a sale is completed, an independent person will verify that you were satisfied with the way the sale was conducted and that you understand that you are entering into an agreement if that is the case.

