



# Free trial

**Beware of free trials and  
limited offers online.**

You could be led to subscriptions  
and auto-enrolment, and charges  
can be made to your account.

**citizens  
advice**

**#BeforeYouSign**

# Not what you signed up for?

## Before you sign up

- Check it's a genuine company, especially if it's a pop-up advert (look out for a padlock symbol in the browser window frame, and check the web address begins with 'https://').
- Check what goods/services you're actually signing up for, what you'll pay, and for how long.
- Find out what consumer rights you have if you choose to cancel: Direct Debits and Continuous Payment Authorities are the most common payment methods and each offer different protections.

## When you sign up

- watch out for pre-ticked boxes - they're not allowed for additional payments
- check the cancellation rights
- set a reminder for cancelling.

## If you want to cancel

- cancel within the cooling off period (usually 14 days)
- give the right amount of notice to end the subscription altogether
- cancel payments with your bank
- ask for acknowledgement of your cancellation.

Find out more online:

[citizensadvice.org.uk/NCW17](https://citizensadvice.org.uk/NCW17)

# Where to get help

Contact the Citizens Advice  
consumer service:

 03454 040506

Or visit us online:

 [citizensadvice.org.uk/consumer](https://citizensadvice.org.uk/consumer)

To report a misleading advert contact  
the Advertising Standards Authority

[asa.org.uk/make-a-complaint.html](https://asa.org.uk/make-a-complaint.html)

**[citizensadvice.org.uk](https://citizensadvice.org.uk)**



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