

Consumer Alert Newsletter

16 May 2025

Dear Kent Residents

You may have seen in the news this week that up to £10 million worth of suspected counterfeit toys that could contain toxic materials and choking hazards have been seized by Trading Standards in what they say is one of their biggest ever raids.

Kent Trading Standards recently supported this multi-agency enforcement visit to a number of premises in London.

Intelligence suggested that these locations were involved in the supply of alleged counterfeit or unsafe goods, including distribution to businesses in Kent. Additionally, there was intelligence indicating that these locations were the destination points for several suspicious imports through the Port of Dover.

Clive Phillips, Operations Manager for Kent Trading Standards commented: "This operation highlights the importance of collaborative efforts in tackling the distribution of counterfeit and unsafe goods. By working together, we can better protect businesses and consumers in Kent from the risks associated with these illegal activities."

Please continue to update friends and family. For scam alerts as they are issued please add us on Instagram or Facebook.

Thank you.



Mark Rolfe

Interim Head Community Protection

 **Do you purchase your travel tickets online?**

Be careful where you purchase them. Every year we receive reports of online websites selling fake flight tickets targeting Kent residents.

⊖ The scam works where you buy a ticket online from an unofficial ticket portal only to find when you get to the airport there is no record of your ticket purchase and unable to get a refund.


 [Watch our newscast on how to avoid holiday scams](#)


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

Mobile Phone Upgrade Scam

Residents are cold called and offered discounted handset upgrades or new contracts. Once they provide their online mobile account details, criminals place orders with genuine companies but ship different handsets to the residents' address. The criminal then instructs the resident to return the handsets to an address or get a courier to collect, leaving the resident liable for the new contracts.

⊙ Be very cautious about any cold callers


 If you think that you have been a victim of a scam, contact your Bank immediately by calling 159

 For advice contact Citizens Advice consumer helpline on 0808 223 1133.

PayPal Email Scam Alert

You get an email impersonating PayPal saying that an unauthorised transaction was made using your PayPal account. It tells you to call a number to receive a refund.

⊙ This is a scam - attempting to steal money and financial data from you.

 If you think that you have been a victim of this or any other type of scam, contact your Bank immediately, by calling 159.

 For advice contact Citizens Advice consumer helpline: 0808 223 1133.

 **We have received reports of doorstep criminals active in Kent, offering gardening work**

Residents are cold called and pressured into agreeing the work. The costs escalate, the work is minimal and the criminals keep coming back to demand more payment.

One resident had their life savings stolen, whilst another paid many thousands of pounds. The criminals also burnt commercial waste in the garden.

🕸 Doorstep criminals (also known as rogue traders, cowboy builders, building and gardening scammers) cold call on unsuspecting households offering convincing deals to try to get you to agree to having work carried out. We know that if you accept work from a doorstep criminal you'll pay much more than you intended for very poor, unnecessary and sometimes dangerous work.

✗ Never respond to cold callers! [Request a free NO COLD CALLERS door sticker here](#)

☑ If you need work done on your home or garden use a safe, local trader from [Kent Trading Standards Checked](#).

☎ Look out for others, report active doorstep criminals to Kent Police on 101. You can also report it to the charity CrimeStoppers on 0800 555 111. You'll stay 100% anonymous, always.

Food Recall for ⚠ Castelli UK Ltd is recalling Le Superbe Raclette because of the possible presence of Listeria monocytogenes. This recall affects Tesco Stores only.

🕸 Product Details

Le Superbe Raclette

Pack size: 150g

Best before: 12 May 2025

☑ Advice for consumers

If you have bought this product do not eat it. Instead, return it to where it was purchased for a full refund. For more information contact 01732 835446.

➡ [More information](#)

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