If a salesperson comes to your door or calls you at home, and talks you into buying something you don’t need, can’t afford or simply don’t want, you have the right to CANCEL the contract and get your money back.

What purchases does this apply to?

The right to cancel comes up in “home consumer transactions.” A home consumer transaction means:

- A consumer sale of goods or services;
- With a price of $25.00 or more;
- In which the seller first contacted the consumer;
- At the consumer’s home, or any place other than the seller’s regular place of business; AND
- Sold in person or by telephone.

What is a “consumer” sale or transaction?

It is a transaction involving property or services of any kind, if the property or services are mostly for personal, family or household purposes. It can be a sale, a lease, or even a contest or prize. Most insurance policies are not covered by this law.

How do I cancel and get my money back if I change my mind about a purchase?

You need to mail or take a signed and dated Cancellation Notice to the seller’s place of business. You have to do this BEFORE midnight of the third business day after the date of the transaction. If you mail it, you need to get it in the mail before midnight of the third business day.

What happens after I do this?

The seller must return your money and any documents you signed within 10 business days. The seller must also give back to you any property you traded in as part of the sale. You must make the item you bought available to the seller at your residence in good condition.

What if the seller does not pick up the item I bought?

If the seller does not pick up the item you bought within 20 days of your notice, you can keep the item and you don’t have to pay any money for it.

Does the seller have to tell me about my right to cancel?

Yes. The seller must give you two copies of a written notice that tells you about your right to cancel. The notice must be on a separate document, in bold print, and must tell you the seller’s address, an explanation of your right to cancel and what happens after cancellation, and the date by which you must cancel if you want
Can I cancel the purchase of an item I buy at the store?

No, not under this law. This law applies only if the purchase is made at your home or somewhere other than the seller’s normal business place. If you go to the store and buy something there, you do not have this 3-day right to cancel.

My furnace broke and I got a new one. The seller said I could not cancel within 3 days. Is this true?

Probably. If you buy goods because of a personal emergency in your home, such as broken water pipes, a broken furnace in the winter, etc., you may not have the right to cancel the sale. However, the seller must explain this to you and have you sign a statement indicating that you understand you cannot cancel the sale.

What if I have a problem with a door to door sale?

You can contact the Indiana Attorney General’s Office, Consumer Protection Division at 1 (800) 382-5516. You can also contact your local Better Business Bureau. You can also contact a private attorney or your local Indiana Legal Services office.