

- If an appliance - hob, dishwasher, fridge etc - supplied as part of the deal goes faulty, it is the trader who supplied the kitchen who must sort out your problem, not the manufacturer.

CHECK OUT YOUR RIGHTS Fitted Kitchens

If you have a new kitchen fitted it must be done:

- WITH REASONABLE CARE AND SKILL
- WITHIN A REASONABLE TIME
- FOR A REASONABLE CHARGE

When the work carried out doesn't meet any of these three rules:

- If the fault is due to poor fitting and can easily be put right, it is reasonable to expect a repair.
- If the trader cannot repair the fault properly, you are entitled to compensation. This could be the cost of getting somebody else to do the repair.
- If the work takes longer than agreed, or more than a reasonable time, you are entitled to compensation. This could be the cost of getting somebody else to complete the job, or a sum of money for the inconvenience caused.

The kitchen itself must be:

- OF SATISFACTORY QUALITY
- FIT FOR ITS PURPOSE
- AS DESCRIBED

When the kitchen doesn't meet any of these three rules:

- ✦ If it has only been fitted a couple of weeks or you haven't had a reasonable opportunity to check it, you are probably entitled to a refund for a fault, or a misdescription or alternatively you may request a replacement. However, if the fault is in just some of the units you are probably only entitled to have the faulty units replaced.
- ✦ If the fault is only minor and can easily be put right it is reasonable to accept a repair. This won't stop you claiming a replacement or refund if the repair turns out to be unsatisfactory.
- ✦ If the kitchen has been fitted for longer than a couple of weeks you are probably still entitled to a repair or replacement. A repair should be carried out within a reasonable period of time and without causing you significant inconvenience. If this does not happen you are entitled to a replacement or compensation. This could be a sum of money or the cost of having somebody else repair the kitchen.
- ✦ If the kitchen cannot be replaced or repaired economically you are entitled to a refund. The trader may make a reduction from the price you paid to allow for wear and tear.

If you are out of pocket in any other way, you may be entitled to compensation over and above the price of the Kitchen.

Remember, if you are entitled to a refund, replacement, a repair or compensation it is the trader who must sort out your problem. The trader cannot tell you to go back to the manufacturer.

IMPORTANT

- If you bought on credit you may be able to claim against the finance company. See the pink leaflet BOUGHT ON CREDIT.
- If you sign a credit agreement in your own home to pay for the kitchen, you have a short period of time to cancel the contract.
- You have seven days to cancel any contract, not involving credit, you sign at home during an uninvited visit by a salesperson.
- You have seven working days to cancel a contract for goods ordered by telephone, mail order, internet and fax except for those goods which are made to order.
- Except in the cases above, you have no rights if you simply change your mind.
- Your rights cannot be taken away by anything written into a notice, receipt, contract, warranty or guarantee.
- Fair wear and tear is not a fault.
- Only pay in full when the job has been completed to your reasonable satisfaction.