

CHECK OUT YOUR RIGHTS

Clothes

If you have bought an item of clothing - dress, shirt, trousers, blouse - it must be:

👉 OF SATISFACTORY QUALITY

👉 FIT FOR ITS PURPOSE

AS DESCRIBED

👉 This means it must be:

- Fit to be worn, the seams should not be coming apart or the material flawed.
- Waterproof, for example, if that is what you asked for.
- The same size as stated on the label.

When an item of clothing doesn't meet any of these conditions:

👉 If you have only worn it a few times or 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.

👉 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 you have worn it more than a few times or have had a reasonable opportunity to check it, 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. Any

repair should restore it to a satisfactory condition. 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 item.

- If the item of clothing 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 the use you have had from the clothing.
- If anything else has been damaged, for example if the colour ran due to a fault and discoloured other clothes, or you are out of pocket in any other way you may be entitled to compensation over and above the price of the item.

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

- You have no rights if the item simply doesn't fit.
You have no rights if you simply change your mind.
- You have no rights if you have selected the wrong clothes for a particular use.
- However, 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.
- All clothes need to be looked after and no items last forever.