

CHECK OUT YOUR RIGHTS Goods

If you have bought goods they must be:

- 👉 OF SATISFACTORY QUALITY
- 👉 FIT FOR THEIR PURPOSE
- 👉 AS DESCRIBED

When the goods don't meet any of these three rules:

- 👉 If you have only used them a few times or haven't had a reasonable opportunity to check them, 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 used them more than a few times or have had a reasonable opportunity to check them, 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 goods 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 goods.
- 👉 If the goods 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 goods.

- 👉 If the goods have damaged anything else or you are out of pocket in any other way, you may be entitled to compensation over and above the price of the goods.

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.
- You have no rights if you simply change your mind.
- You have no rights if you simply chose the wrong size or type of goods for your needs.
- 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 or perishable.
- You may have no rights if you give the trader wrong information.
- Some goods need to be used and looked after in line with any instructions.
- Fair wear and tear is not a fault.
- Your rights cannot be taken away by anything written into a notice, a receipt, a warranty or a guarantee.