

CHECK OUT YOUR RIGHTS

Personal Computers

If you have bought a personal computer it must be:

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

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

- 👉 If you have had the computer for only a few weeks 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 had the computer for longer than a few weeks 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 the computer 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 computer.
- 👉 If the computer 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 computer.

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

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.

To gain access to the Internet it is necessary to take out an account with an Internet Service Provider.

- If the service hasn't been carried out at all or totally fails to meet the way it was described, you are probably entitled to a refund.
- If the problem is minor and can be easily put right but has caused you expense or inconvenience you may be entitled to compensation.

IMPORTANT

- You have no rights if you simply change your mind.
- 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. These will also include audio/video recordings or computer software if unsealed, newspapers and magazines.
- Fair wear and tear is not a fault.
- Your rights cannot be taken away by anything written into a notice, receipts, contract, warranty or guarantee.
- If you bought on credit you may also have rights against the credit provider. See the pink leaflet Bought on Credit.