

## CHECK OUT YOUR RIGHTS Prams

If you have bought a pram - or a pushchair - it must be:

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

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

- 👉 If you have only used 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 used 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 the pram 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 pram.

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

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.
- 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.
- You have no rights if you damage the pram by overloading it with shopping or additional children.
- All prams need to be looked after and used in line with the instructions.
- Fair wear and tear is not a fault.