

- ▶ *The fault was pointed out to you when you bought it. There is nothing I can do.* **RIGHT!**
You cannot demand a refund or a repair for faults that were pointed out at the time of sale.
- ▶ *You will have to send the faulty goods back to the manufacturer.* **WRONG!**
The trader who sold you the goods is responsible for all problems.
- ▶ *I don't have to sell you those goods.* **RIGHT!**
The trader can accept or refuse your offer to buy.
- ▶ *You're too late. You must complain within 14 days.* **WRONG!**
You must complain as soon as you discover the fault, but there is no fixed time limit.

IS THE TRADER RIGHT?

- ▶ *You haven't got a receipt I don't have to do anything.* **WRONG!**
It is enough that you have some proof of where and when you bought the goods from the trader.
- ▶ *There is nothing wrong with the goods you have brought back I am not giving a refund because you have changed your mind.* **RIGHT!**
Your rights only cover faulty or misdescribed goods.
- ▶ *The goods are faulty but I only give credit notes not refunds.* **WRONG!**
You have a right to a repair, replacement or refund. Only accept a credit note if you want to purchase other goods from the same trader.
- ▶ *I am sorry you cannot find anything else you like, but I don't refund money on credit notes.* **RIGHT!**
You have no right to a refund once you have accepted a credit note.
- ▶ *The goods are faulty but I don't give refunds, you'll have to choose something else.* **WRONG!**
You have a right to a repair, replacement or refund. Only accept an alternative if that's what you want.

- *The problem is due to fair wear and tear or misuse. You'll have to pay for the repair.*

RIGHT!

Fair wear and tear or misuse is not a fault. The trader is not liable in this case.

- *The notice says no refunds I cannot do anything for you.*

WRONG!

These notices are illegal and cannot take away your rights.

- *You should have made sure it fitted before you bought it.*

RIGHT!

Your rights only cover faulty or misdescribed goods.

- *Even though I don't have fitting rooms, it was still up to you to make sure it fitted.*

RIGHT!

Shops don't have to have fitting rooms. It is up to you to buy clothes that fit.

- *The goods are not guaranteed so there is nothing I can do.*

WRONG!

The law gives you rights over and above any guarantee.

- *The guarantee has run out so you will have to pay for the repair.*

WRONG!

If the goods were faulty when purchased it doesn't matter when the fault is discovered. However when you have had the goods some time, it may be difficult to prove that they were faulty when bought.

- *I want to send them back to the manufacturer to find out what is wrong.*

RIGHT!

If you cannot prove what the fault is, this is a reasonable response from the trader.

- *These are sale goods so you cannot bring them back.*

WRONG!

Your rights still apply to goods sold in a sale.

- *The repair may take some time because the parts have to be imported.*

RIGHT!

As long as the trader fixes the goods in a reasonable time and without causing you significant inconvenience you may have to accept some delay.

- *The goods are secondhand so I do not have any responsibility.*

WRONG!

Secondhand goods must be in a reasonable condition for their age and the price you paid.