

## WHAT THE LAW SAYS When You Buy Services

If you ask a trader to carry out a service for you - repair a TV, fit a carpet, dry clean your clothes, fit double glazing - the law says that it must be done:

- ✦ **WITH REASONABLE CARE AND SKILL**  
This means that the work must be carried out properly and to a satisfactory standard. For example, if you have new windows fitted they should not start leaking because they were fitted incorrectly.
- ✦ **WITHIN A REASONABLE TIME**  
This means that the work must not take an excessive amount of time. If you agreed a set time with the trader, the job should not take longer than this.
- ✦ **FOR A REASONABLE CHARGE**  
This means that the trader must not charge an excessive amount for the work done. If you agreed a fixed price beforehand, the trader can't charge more than this price and you can't complain later if you find you could have paid less elsewhere. It is your responsibility to shop around for the best price for the job.

You may have been given either an estimate or a quotation:

An estimate can go up or even down but should not change greatly from the original price given.

A quotation is a fixed price for an agreed job and cannot change at all.

The law also says that if GOODS are supplied:

- as part of a service - for example, new tiles fitted to a roof, an exhaust fitted to a car; or
- on hire - for example, a dress for a wedding, or a car for a weekend break;

they must be:

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

See the other orange leaflet WHAT THE LAW SAYS When You Buy Goods.

## IMPORTANT

- If the trader is negligent and damages your goods or property, you can claim compensation.
- If the trader you dealt with sub-contracted the work to somebody else, your rights are still against the first trader.
- No notices or small print can take away your rights.