

# CHECK OUT YOUR RIGHTS

## Gas Appliances

If you have bought a gas appliance - cooker, fire etc - it must be:

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

When the appliance 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 it 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 appliance.
- 👉 If the appliance 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 it.

- 👉 If the appliance has 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 appliance.

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.
- If there is a fault arising from the fitting of the appliance, the trader who sold it to you is only responsible if the fitting was part of the deal, otherwise claim against the fitter.
- You have no rights if you picked an appliance which doesn't meet your needs.
- 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.
- All gas appliances need to be used and looked after in line with any instructions.
- Fair wear and tear is not a fault.
- Gas leaks should be reported immediately using the emergency number listed under Gas in the telephone directory.
- For safety reasons all gas appliances should only be fitted by a registered installer.