

CHECK OUT YOUR RIGHTS

Carpets

If you have bought a carpet or any other floor covering, it must be:

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

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

- 👉 If you have only had the carpet 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 carpet 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 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 carpet.
- 👉 If the carpet 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 carpet.

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

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 carpet, 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 choose the wrong size or give the wrong measurements.
- You have no rights if you change your mind.
- You have no rights if you have selected the wrong type of carpet for a particular room.
- 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.
- The wrong choice of underlay can shorten the life of your carpet.
- The particular appearance of a shaded carpet is not generally considered to be a fault.