

# Shoppers' Rights Card

Your rights under the Sale of Goods Act 1979

## Goods must:

- Fit the description given
- Be of satisfactory quality
- Be fit for their purpose
- If not, depending on the circumstances, you **may** be entitled to a repair, replacement or refund



The Consumer Council



For more information contact Consumerline  
**0300 123 6262** or **[www.consumerline.org](http://www.consumerline.org)**

# Shoppers' Responsibilities

## Remember:

- Always keep your receipt
- If you have a complaint, act quickly to resolve it
- If you simply change your mind you are not entitled to a refund
- You have added protection if you pay by credit card for a single item over £100



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**Making  
Consumers  
Count**

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