

CHECK OUT YOUR RIGHTS Goods

If you have bought goods they must be:

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

When the goods don't meet any of these three rules:

- 👉 If you have only used them a few times or haven't had a reasonable opportunity to check them, 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 them more than a few times or have had a reasonable opportunity to check them, 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 goods 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 goods.
- 👉 If the goods 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 goods.

- 👉 If the goods have 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 goods.

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**.
- You have no rights if you simply change your mind.
- You have no rights if **you** simply chose the wrong size or type of goods for your needs.
- 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 or perishable.
- You **may** have no rights if **you** give the trader wrong information.
- Some goods need to be used and looked after in line with any instructions.
- Fair wear and tear is **not** a fault.
- Your rights cannot be taken away by anything written into a notice, a receipt, a warranty or a guarantee.