

Consumer Rights Act 2015

Consumer Rights Summary

ENGLAND & WALES

In-store:

1

Point of Sale info for **GOODS** not sold online

2

Point of Sale info for **SERVICES** not sold online

Online, distance and off-premises (e.g. "at home"):

3

Point of Sale info for **GOODS** sold online (including info on 14 day return)

4

Point of Sale info for **SERVICES** sold online (including info on 14 day return)

5

Point of Sale info for **DIGITAL CONTENT** sold online

Goods
bought in a
shop

What Are Your Consumer Rights?

The Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your product you're entitled to the following:

up to
30
days

If your goods are faulty, you can get an immediate refund.

up to
6
months

If it can't be repaired or replaced, then you're entitled to a full refund in most cases.

up to
6
years

If the goods do not last a reasonable length of time you may be entitled to some money back.

You **DON'T** have a legal right to a refund or replacement just because you change your mind. **BUT...** please ask us about our returns policy as we may be able to help in-store.

This is a summary of some of your key rights. For detailed information from Citizens Advice please visit citizensadvice.org.uk or call 03454 04 05 06

Endorsed by



HM Government



Federation of Small Businesses
The UK's Leading Business Organisation

Which? Consumer Rights

MoneySavingExpert.com

bira
British Independent Retailers Association



Chartered Trading
Standards Institute

Services
paid for in a
shop

What Are Your Consumer Rights?

The Consumer Rights Act 2015 says:



You can ask us to repeat or fix a service if it's not carried out with reasonable care and skill, or get some money back if we can't fix it.



If you haven't agreed a price beforehand, what you're asked to pay must be reasonable.



If you haven't agreed a time beforehand, it must be carried out within a reasonable time.

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Which Consumer Rights

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bira
British Independent Retailers Association

**citizens
advice**



Chartered Trading
Standards Institute

Goods
ordered at
home

What Are Your Consumer Rights?

The Consumer Contracts Regulations 2013 say:

up to
14
days

After receiving your goods, in most cases, you can change your mind and get a full refund.

The Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your product you're entitled to the following:

up to
30
days

If your goods are faulty, you can get a refund.

up to
6
months

If it can't be repaired or replaced, then you're entitled to a full refund in most cases.

up to
6
years

If the goods do not last a reasonable length of time you may be entitled to some money back.

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Services
ordered at
home

What Are Your Consumer Rights?

The Consumer Contracts Regulations 2013 say:



In most cases, you can cancel within 14 days. If you agree the service will start within this time, you may be charged for what you've used.

The Consumer Rights Act 2015 says:



You can ask us to repeat or fix the service if it's not carried out with reasonable care and skill, or get some money back if we can't fix it.



If a price hasn't been agreed upfront, what you're asked to pay must be reasonable.



If a time hasn't been agreed upfront, it must be carried out within a reasonable time.

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British Independent Retailers Association



Chartered Trading
Standards Institute

Digital
content

What Are Your Consumer Rights?

The Consumer Contracts Regulations 2013 say:



You have a 14 day right to change your mind and get a full refund on your digital content. You do not have this right to cancel once a download has started provided you have been told this and have acknowledged this.

The Consumer Rights Act 2015 says digital content must be as described, fit for purpose and of satisfactory quality.



If your digital content is faulty, you're entitled to a repair or a replacement.



If the fault can't be fixed, or if it hasn't been fixed within a reasonable time and without significant inconvenience, you can get some, or all of your money back.



If you can show the fault has damaged your device and we haven't used reasonable care and skill, you may be entitled to a repair or compensation.

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