



If you have bought electrical goods - toasters, washing machines, microwaves, stereos, computers, TV's - they must be:

- ▶ OF SATISFACTORY QUALITY
- ▶ FIT FOR THEIR PURPOSE
- ▶ AS DESCRIBED

When the goods don't meet any one 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 major fault, a number of minor faults or a serious misdescription.
- ▶ 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 **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 only entitled to a **repair**. If a repair will take a long time, you are entitled to **compensation**. This could be up to the full price you paid for the goods or the cost of hiring a temporary replacement - or perhaps the loan of a replacement.

- ✦ If the goods are beyond repair 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**, 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

- | You have no rights if you simply change your mind.
- | You have no rights if **you** have selected the wrong item for a particular use.
- | All electrical goods need to be used and looked after in line with any instructions.
- | Fair wear and tear is **not** a fault.