




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 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 had the carpet longer than a few weeks or have had a reasonable opportunity to check it, you are probably only entitled to a **repair**. A repair should be carried out within a reasonable period of time and should restore the carpet to a satisfactory condition. If this does not happen you are entitled to **compensation**. This could be a sum of money or the cost of having somebody else repair the carpet.
- If the carpet cannot be repaired 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**, 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 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** simply choose the wrong size or give the wrong measurements.
- | You have no rights if you simply change your mind.
- | You have no rights if **you** have selected the wrong type of carpet for a particular room.
- | 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.