



If you have bought an item of clothing - dress, shirt, trousers, blouse - it must be:

- OF SATISFACTORY QUALITY
- FIT FOR ITS PURPOSE
- AS DESCRIBED

This means it must be:

- | Fit to be worn, the seams should not be coming apart or the material flawed.
- | Waterproof, for example, if that is what you asked for.
- | The same size as stated on the label.

When an item of clothing doesn't meet any of these conditions:

➤ If you have only worn it a few times 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 worn it more than a few times or have had a reasonable opportunity to check it, you are probably only entitled to a **repair**. If a repair will take a long time or the item won't be ready for a particular

occasion when you need it, you are entitled to **compensation**. This could be the cost of having the item repaired elsewhere, the cost of buying a replacement item or up to the full price you paid for the clothes.

- ✦ If the item of clothing is 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 item.
- ✦ If anything else has been damaged, for example if the colour ran due to a fault and discoloured other clothes, or you are out of pocket in any other way you may be entitled to **compensation** over and above the price of the item.

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 the item simply doesn't fit.
- | You have no rights if you simply change your mind.
- | You have no rights if **you** have selected the wrong clothes for a particular use.
- | All clothes need to be looked after and no items last forever.