



If you have bought a pram - or a pushchair - it must be:

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

When the pram doesn't meet any of these three rules:

- If you have only used 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 used it more than a few times 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 pram 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 pram.
- If the pram 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 pram.

👉 If you are out of pocket in any other way, you may be entitled to **compensation** over and above the price of the pram.

👉 **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** damage the pram by overloading it with shopping or additional children.
- | All prams need to be looked after and used in line with the instructions.
- | Fair wear and tear is **not** a fault.