

# WHAT THE LAW SAYS

## When You Buy Services

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If you ask a trader to carry out a service for you - repair a TV, fit a carpet, dry clean your clothes, fit double glazing - the law says that it must be done:

- **WITH REASONABLE CARE AND SKILL**  
This means that the work must be carried out properly and to a satisfactory standard. For example, if you have new windows fitted they should not start leaking because they were fitted incorrectly.
- **WITHIN A REASONABLE TIME**  
This means that the work must not take an excessive amount of time. A TV shouldn't take three months to repair, for example. If you agreed a set time with the trader, the job should not take longer than this.
- **FOR A REASONABLE CHARGE**  
This means that the trader must not charge an excessive amount for the work done. If you agreed a fixed price beforehand, **the trader** can't charge more than this price and **you** can't complain later if you find you could have paid less elsewhere. It is your responsibility to shop around for the best price for the job.

**You may have been given either an estimate or a quotation:**

An **estimate** can go up or even down but should not change greatly from the original price given.

A **quotation** is a fixed price for an agreed job and cannot change at all.

The law also says that if **GOODS** are supplied:

- **as part of a service** - for example, new tiles fitted to a roof, an exhaust fitted to a car; **or**
- **on hire** - for example, a dress for a wedding, or a car for a weekend break;

they must be:

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

See the other orange leaflet **WHAT THE LAW SAYS When You Buy Goods**.

### **IMPORTANT**

- | If the trader is negligent and damages your goods or property, you can claim **compensation**.
- | If the trader you dealt with sub-contracted the work to somebody else, your rights are still against the **first** trader.
- | **No** notices or small print can take away your rights.