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.