



If you have bought a gas appliance - cooker, fire etc - it must be:

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

When the appliance 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 it 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 appliance.
- If the appliance 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 it.

- ✦ If the appliance has 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 appliance.
- ✦ **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 appliance, 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** picked an appliance which doesn't meet your needs.
- | You have no rights if you simply change your mind.
- | All gas appliances need to be used and looked after in line with any instructions.
- | Fair wear and tear is **not** a fault.
- | Gas leaks should be reported immediately using the emergency number listed under **Gas** in the telephone directory.
- | For safety and legal reasons all gas appliances should only be fitted by a registered installer.