



If you have bought goods they must be:

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

When the goods don't meet any 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**. A repair should be carried out within a reasonable period of time and should restore the goods 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 goods.
- If the goods 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 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** simply chose the wrong size or type of goods for your needs.
- | You have no rights if **you** gave the trader wrong information.
- | Some goods need to be used and looked after in line with any instructions.
- | Fair wear and tear is **not** a fault.
- | Your rights cannot be taken away by anything written into a notice, a receipt, a warranty or a guarantee.
- | If there is a fault arising from the fitting of the goods the trader who sold them to you is only responsible if the fitting was part of the deal, otherwise claim against the fitter.