

# CHECK OUT YOUR RIGHTS

## Three Piece Suites

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If you have bought a three piece suite - or any upholstered furniture - it must be:

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

When the suite 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 suite 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 suite.

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

**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 a problem arises because **you** failed to follow the manufacturers care label instructions.
- | You have no rights if **you** select a suite which is too large or small for the room.
- | All upholstered furniture, including secondhand items, must meet fire resistance standards.
- | Fair wear and tear is **not** a fault.