Services paid for in a shop

**What Are Your Consumer Rights?**

The **Consumer Rights Act 2015** says:

* You can ask us to repeat or fix a service if it's not carried out with reasonable care and skill, or get some money back if we can't fix it.
* If you haven't agreed a price beforehand, what you're asked to pay must be reasonable.
* If you haven't agreed a time beforehand, it must be carried out within a reasonable time.

This is a summary of some of your key rights. For detailed information from Citizens Advice please visit citizensadvice.org.uk or call 03454 04 05 06

Services ordered at home

**What Are Your Consumer Rights?**

The **Consumer Contracts Regulations 2013** say:

* In most cases, you can cancel within 14 days. If you agree the service will start within this time you may be charged for what you've used.

The **Consumer Rights Act 2015** says:

* You can ask us to repeat or fix the service if it's not carried out with reasonable care and skill, or get some money back if we can't fix it.
* If a price hasn't been agreed upfront, what you're asked to pay must be reasonable.
* If a time hasn't been agreed upfront, it must be carried out within a reasonable time.

This is a summary of some of your key rights. For detailed information from Citizens Advice please visit citizensadvice.org.uk or call 03454 04 05 06