**Consumer Rights Act 2015**

Consumer Rights Summary

ENGLAND & WALES

In-store:

1. Point of Sale info for GOODS not sold online
2. Point of Sale info for SERVICES not sold online

Online, distance and off-premises (e.g. "at home"):

1. Point of Sale info for GOODS sold online

(Including info on 14 day return)

1. Point of Sale info for SERVICES sold online

(Including info on 14 day return)

1. Point of Sale info for DIGITAL CONTENT sold online

Goods bought in a shop

**What Are Your Consumer Rights?**

The **Consumer Rights Act 2015** says goods must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your product you're entitled to the following:

|  |  |
| --- | --- |
| up to 30 days | If your goods are faulty, you can get an immediate refund. |
| up to 6 months | If it can't be repaired or replaced, then you're entitled to a full refund in most cases. |
| up to 6 years | If the goods do not last a reasonable length of time you may be entitled to some money back.  |

You DON'T have a legal right to a refund or replacement just because you change your mind. BUT… please ask us about our returns policy as we may be able to help in-store.

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 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

Goods ordered at home

What Are Your Consumer Rights?

The **Consumer Contracts Regulations 2013** say:

|  |  |
| --- | --- |
| up to 14 days | After receiving your goods, in most cases, you can change your mind and get a full refund. |

The **Consumer Rights Act 2015** says goods must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your product you're entitled to the following:

|  |  |
| --- | --- |
| up to 30 days | If your goods are faulty, you can get a refund. |
| up to 6 months | If it can't be repaired or replaced, then you're entitled to a full refund in most cases. |
| up to 6 years | If the goods do not last a reasonable length of time you may be entitled to some money back. |

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

Digital content

**What Are Your Consumer Rights?**

The **Consumer Contracts Regulations 2013** say:

* You have a 14 day right to change your mind and get a full refund on your digital content. You do not have this right to cancel once a download has started provided you have been told this and have acknowledged this.

The **Consumer Rights Act 2015** says digital content must be as described, fit for purpose and of satisfactory quality.

* If your digital content is faulty, you're entitled to a repair or a replacement.
* If the fault can't be fixed, or if it hasn't been fixed within a reasonable time and without significant inconvenience, you can get some, or all of your money back.
* If you can show the fault has damaged your device and we haven't used reasonable care and

skill, you may be entitled to a repair or compensation.

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