Consumer Rights Act 2015
Consumer Rights Summary
ENGLAND & WALES

In-store:

1️⃣ Point of Sale info for GOODS not sold online

2️⃣ Point of Sale info for SERVICES not sold online

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

3️⃣ Point of Sale info for GOODS sold online (including info on 14 day return)

4️⃣ Point of Sale info for SERVICES sold online (including info on 14 day return)

5️⃣ Point of Sale info for DIGITAL CONTENT sold online
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:

<table>
<thead>
<tr>
<th>Duration</th>
<th>Description</th>
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<tbody>
<tr>
<td>Up to 30 days</td>
<td>If your goods are faulty, you can get an immediate refund.</td>
</tr>
<tr>
<td>Up to 6 months</td>
<td>If it can’t be repaired or replaced, then you’re entitled to a full refund in most cases.</td>
</tr>
<tr>
<td>Up to 6 years</td>
<td>If the goods do not last a reasonable length of time you may be entitled to some money back.</td>
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</tbody>
</table>

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
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
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