

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

Endorsed by



HM Government



Federation of Small Businesses
The UK's Leading Business Organisation

Which? Consumer Rights

MoneySavingExpert.com

bira
British Independent Retailers Association



Chartered Trading
Standards Institute