

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

Endorsed by



HM Government



Federation of Small Businesses
The UK's Leading Business Organisation



British Independent Retailers Association



Which Consumer Rights



Chartered Trading Standards Institute

MoneySavingExpert.com

Services
ordered at
home

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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.

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