

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

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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

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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