

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"):

3. Point of Sale info for GOODS sold online (Including info on 14 day return)
4. Point of Sale info for SERVICES sold online (Including info on 14 day return)
5. Point of Sale info for DIGITAL CONTENT sold online (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.

Services paid for in a shop

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.

Digital Content

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