

Consumer Rights Act 2015

Point of Sale Designs

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 (i.e. "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

Goods
bought in a
shop

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 life of your product you're entitled to the following:

up to
30
days

If your item is faulty, you can get a refund.

up to
6
months

If your faulty item can't be repaired or replaced, then you're entitled to a full refund in most cases.

up to
6
years

If the item can be expected to last up to six years you may be entitled to a repair or replacement, or if that doesn't work, 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.

This is a summary of your key rights. For detailed information from Citizens Advice please visit adviceguide.org.uk or call **03454 04 05 06**

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Department
for Business
Innovation & Skills



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 upfront, what you're asked to pay must be reasonable.



If you haven't agreed a time upfront, it must be carried out within a reasonable time.

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Goods
bought at
home

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 life of your product you're entitled to the following:

up to

30

days

If your item is faulty, you can get a refund.

up to

6

months

If your faulty item can't be repaired or replaced, then you're entitled to a full refund in most cases.

up to

6

years

If the item can be expected to last up to six years you may be entitled to a repair or replacement, or if that doesn't work, some money back.

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Services
paid for 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.

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Digital content

What Are Your Consumer Rights?

The Consumer Contracts Regulations 2013 say:



You may have a 14 day right to change your mind and get a full refund on your digital content, but you might lose this right by agreeing to download the 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 within a reasonable time, or without causing you 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.

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