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TRADING STANDARDS SERVICE

NOTES FOR GUIDANCE

Telephone: 01595 744887
Fax: 01595 744804
trading_standards@shetland.gov.uk
www.shetland.gov.uk/tradingstandards

Notices for Display on Retail Premises

Introduction

Where you enter into a transaction with a consumer for the sale and supply of goods (including hire, hire purchase and part exchange), the law gives those consumers certain statutory rights and requires that the goods must:

- be of a satisfactory quality *e.g. are fit for their intended purpose, of satisfactory appearance and finish, free from minor defects, safe and durable;*
- be fit for the purpose *e.g. where goods are sold knowing they will be used for a purpose other than originally intended;*
- correspond with their description; and
- that the retailer has the authority to sell the goods; and
- where the goods fail to meet any of these requirements, the customer is given sufficient redress, *e.g. a refund, replacement or repair.*

The Consumer Protection from Unfair Trading Regulations 2008 is a wide-ranging piece of legislation which makes it a criminal offence for a trader to engage in unfair commercial practices in relation to the provision of goods or services. This would include attempting or purporting to restrict consumers statutory rights by means of a notice, statement, document or advertisement, such as a notice displayed in a shop which states 'No refunds' or 'Sale items sold as seen'. In addition, any such attempted restriction would be invalid and unenforceable.

Compiling a notice which does not restrict consumers statutory rights

If you chose to compile a notice explaining the circumstances in which consumers may seek redress, you may do so using either your own words, providing that consumers' statutory rights are not restricted, or using the statements suggested overleaf. If you choose to use the suggested statements, please ensure that only one statement from each group is included in your notice.

Choose one from each of the following groups:

Group 1	Refunds will be offered if	Refunds or repairs will only be offered if	No refunds, repairs or exchanges unless
Group 2	goods are found <ul style="list-style-type: none">• to be not of satisfactory quality,• not fit for the purpose for which they were sold,• not to correspond with their description,• not to correspond with a sample on display, or• not to be sold with good title and are returned within a reasonable time.	goods do not comply with the Sale of Goods Act.	goods have not been correctly supplied.
		If goods are returned for any other reason, refunds or exchanges will be at the discretion of the management.	
Group 3			
Group 4	We will need proof of purchase, so please keep your till receipt to help us deal with your enquiry.	Any request for redress must be accompanied by a valid receipt or other proof of purchase.	You may need to produce proof of purchase. Please keep your receipt.

Further Information

Separate guidance on the law relating to the sale and supply of goods is available from the Trading Standards Service (***Civil law relating to the sale and supply of goods and services***).

If you require further information do not hesitate to contact the Trading Standards Service

This is not an authoritative document on the law and is only intended for guidance.

For a copy of this document on audio cassette, in large print or Braille, or if you require assistance in reading this, please contact the Council's Policy Unit.

Shetland Islands Council Policy Unit
Town Hall, Hillhead, Lerwick, Shetland ZE1 0HB

Tel: 01595 744537

Email: policy@shetland.gov.uk

This document is also available at www.shetland.gov.uk/tradingstandards

Do you require the services of an interpreter?

If you do, please contact **01595 744537** for assistance.

We will provide an interpreter, or we can supply the document in your choice of language.

你是否需要傳譯服務？

如果需要，請致電 01595 744537 尋求幫助。

我們會通當地為你安排傳譯人員或者提供你需要文字的文件。

ਕੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਇੰਟਰਪਰੈਟਰ (ਤੁਰਾਸ਼ੀਆ) ਦੀਆਂ ਸੇਵਾਵਾਂ ਦੀ ਲੋੜ ਹੈ?

ਜੇਕਰ ਤੁਹਾਨੂੰ ਲੋੜ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਹਾਇਤਾ ਲਈ 01595 744537 ਤੇ ਸੰਪਰਕ ਕਰੋ।

ਜਿਥੇ ਸੰਭਵ ਹੋ ਸਕਿਆ ਇੰਟਰਪਰੈਟਰ ਉਪਲਬਧ ਕਰਵਾਇਆ ਜਾਏਗਾ ਜਾਂ ਤੁਹਾਡੀ ਪਸੰਦ ਵਾਲੀ ਭਾਸ਼ਾ ਵਿਚ ਦਸਤਾਵੇਜ਼ ਭੇਜਿਆ ਜਾਏਗਾ।

আপনি কি একজন দোভাষীর সাহায্য চান ?

যদি আপনার প্রয়োজন থাকে তাহলে অনুগ্রহ করে যোগাযোগ করুন -01595 744537 যেখানে সম্ভব সেখানে একজন দোভাষীর ব্যবস্থা করা হবে অথবা আপনি যে ভাষাতে চা দলীলটি অনুবাদ করে আপনাকে প্রদান করা হবে।

کیا آپ کو انٹریپرٹری کی ضرورت ہے؟

اگر ایسا ہے تو پھر (انٹریپرٹری) مدد حاصل کرنے کیلئے فون نمبر 01595 744537 پر بات کریں۔

جہاں ممکن ہو اوہاں انٹریپرٹری کی سہولت فراہم کی جائے گی یا پھر (مطلوبہ) دستہ دیز کارتر جم آپ کی

پسندیدہ زبان میں فراہم کیا جائے گا۔