

The Sale of Goods Act (SOGA) and associated laws and regulations set out your legal rights as a consumer. These are briefly summarised below.

YOUR RIGHTS



Under SOGA if an item is faulty, it means that it is

- not of satisfactory quality
- not fit for purpose
- does not match the retailer's description.

If an item you have bought is faulty you may be legally entitled to a refund or a repair or replacement. What you are entitled to will depend on a number of factors; contact Consumer Direct for more information.

You do not have a legal right to receive a refund, repair or replacement for any of the reasons listed opposite

- fair wear and tear
- accidental damage or misuse of the item
- if you don't want the item any more, for example it is the wrong size or colour
- if you knew the item was faulty when you bought it
- if you misused the item and caused a fault
- if you tried to repair the item or had someone else try to repair it, which damaged the item
- if it is over six years since you purchased the item, or for goods purchased in Scotland, if it is over five years since you discovered the fault.

RETURNING ITEMS PURCHASED BY MAIL ORDER, TELEPHONE OR ONLINE

If you buy an item by mail order, telephone or online you have the same rights if the item is faulty (see above). You also have an important additional right if you want to return the item: you can cancel your order any time from when you place it up to 7 working days from the day after you receive the goods – **even if the item is not faulty.***



For a detailed explanation of your rights visit www.direct.gov.uk/consumer or call **08454 04 05 06**, minicom users **08451 28 13 84** to speak to a Consumer Direct advisor.

*Some items bought online cannot be returned simply because you change your mind. For more information on Distance Selling Regulations contact Consumer Direct.

This publication is intended for **consumers** buying goods from **retail businesses**, it is not intended for businesses buying goods from other businesses.

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