

What you must do for consumers

The Consumer Rights Act

The Consumer Rights Act 2015 sets out a series of required standards which you must adhere to when transacting with a consumer for the sale of goods, the provision of services, or a combination of both. If you fail to meet the required standards, your consumer will be entitled to a remedy.

GOODS



SECTION 9

Goods of satisfactory quality

Must meet the standard the reasonable person would consider as satisfactory having regard to the price, description, safety, durability and freedom from defects.



SECTION 10

Fit for purpose

Must be suitable for any particular purpose for which the customer requires the goods.



SECTION 11, 13, 14

Match the description

Must match the description, sample or model provided.



SECTION 28

Arrive on time

Must deliver the goods within 30 days unless otherwise agreed.

SERVICES



SECTION 49

Performed with reasonable care and skill

Must be carried out to the same standard as a reasonably competent trader/business in the same profession.



SECTION 50

Information provided to consumer binding

Anything said or written to the consumer about the trader or service provided is binding if the customer relies upon it.



SECTION 51

Reasonable price paid

If no price is agreed or fixed, the consumer must pay a reasonable price for the service provided, and no more.



SECTION 52

Performed within a reasonable time

Must perform the service within a reasonable time (having regard to all the circumstances) where no deadline or timescale has been agreed in advance.