

Your consumer rights

The Consumer Rights Act

The Consumer Rights Act 2015 sets out a series of required standards which you are entitled to expect when transacting with a trader or business for the purchase of goods, services or a combination of both. If the trader or business fails to meet the required standards, you will be entitled to a remedy.

GOODS



SECTION 9

Goods of satisfactory quality

Must meet the standard that a 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 that you had made known to the trader/business.



SECTION 11, 13, 14

Match the description

Must match the description, sample or model provided.



SECTION 28

Arrive on time

Must deliver the goods to you 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 be binding

Anything said or written by the business/trader about itself or the service provided is binding when relied upon.



SECTION 51

Reasonable charge

If no price is agreed or fixed, the trader/business can charge a reasonable price for the service provided.



SECTION 52

Performed within a reasonable time

The service must be provided within a reasonable time (having regard to all of the circumstances) where no deadline or timescale has been agreed in advance.