

BUYING GOODS: KNOW YOUR RIGHTS!!

Easy read



BUYING FROM A SHOP



There are 3 Rules

1. **Goods must: Not be faulty.** For example, it must work properly and not be broken.



2. **Goods must: Be as described.** For example, if the colour of a camera is described as silver, it must be silver.



3. **Goods must: Be able to do what they are supposed to do.** For example, a mobile phone must be able to phone people and send text messages.



BUYING FROM A SHOP

When Goods do not meet any of these three rules:

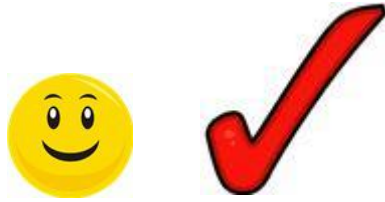
1. If you tell the shop keeper about the problem within a short period of time after the purchase, you can take the goods back to the shop for a full refund.



2. **After** this short period of time, you may be entitled to a **Repair, Replacement or Refund**. You may not get a full refund if you have used the goods.



A repair should:



1. be done within a sensible period of time



2. Be free



3. Should NOT make life difficult for you.

**If the repair is not good enough, then you
can seek a replacement or refund.**

INTERNET SHOPPING, BUYING OVER THE PHONE AND FROM CATALOGUES



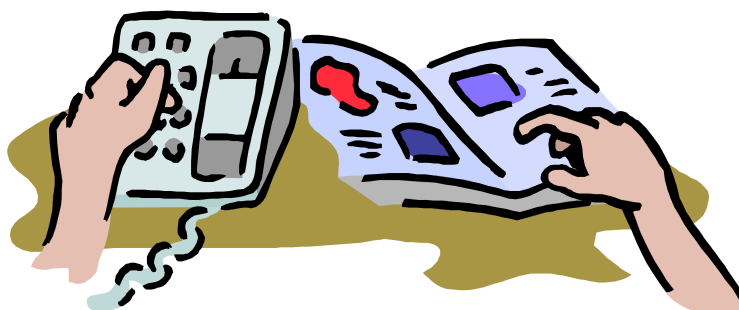
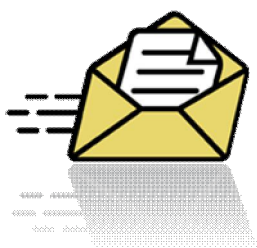
If you buy something on the internet, over the phone or from catalogues you have the same rights as when you buy from a shop.



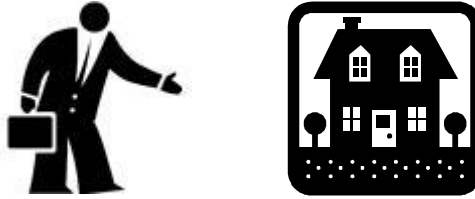
EXTRA RIGHTS!

When you buy from the internet, over the telephone or from catalogues you have an extra right if you change your mind.

This applies to most items and you have 7 working days from day after delivery to return the item to the seller.



DOOR TO DOOR SALES PEOPLE



1. This is about things to think about when a sales person comes to your home to sell you something.

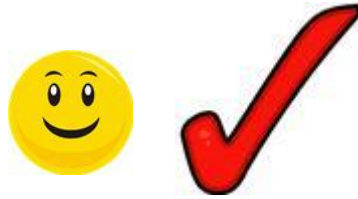


2. This also applies to leaflets that you get through the letterbox, AND



3. It is also about builders who come to your door offering to do work on your home.

DOOR TO DOOR SALES PEOPLE



1. Think carefully before you buy anything from a sales person in your home.
2. Always discuss it with a friend or someone you trust first
3. Put a sticker up telling sales people you are not interested.
4. If you enter into an agreement and change your mind about it you may be able to cancel.

If the cost of the purchase is over £35 you will have 7 days to make up your mind.

Send a letter by [recorded delivery](#) to cancel.



5. Do NOT agree to getting work done to your home without discussing it with someone you trust first.
6. Do NOT feel forced by the sales person into signing or agreeing to anything if you are not sure about it.

CONS



Be careful about people who try to trick you into giving them your money with the promise of something in return. Normally you will never receive anything from them but you will have lost your money.



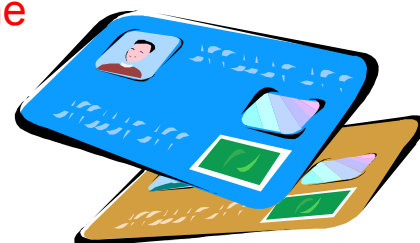
1. Do NOT give the sales person money before the work is done and you are happy with it.



2. DO NOT open emails from people you don't know.

3. DO NOT give your bank details over the phone or email.

4. DO NOT reply to mail asking for bank details.



5. DO NOT reply to mail stating that you have won money.





IMPORTANT TIPS



- 6. Stop using the faulty item in case you cause any further damage to it.**

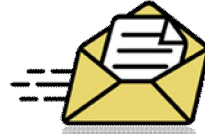


7. Keep receipts or other proof of purchase. If you have lost the receipt, a bank statement or even somebody to say they were there when you bought the goods should be enough.



8. Complain to the manager or owner of the shop as soon as possible.
9. Most shops will be willing to help if they can see you have an honest complaint.

10. If speaking to the manager does not help, send a letter of complaint to the shop. You can ask someone to help you with this.



Ask the shop to send you a reply by a certain date,

Send the letter RECORDED DELIVERY, and

Keep a copy of the letter for yourself.

11. Sending your letter by recorded delivery is very important as it proves the shop did receive your letter.

12. You will NOT be entitled to take the goods back if:



You decide you do not like it anymore.

You have bought the wrong size or colour.

You break the goods yourself.

13. Always complain to who you bought the product from (the shop)



and NOT the company who made the product (manufacturer)



14. Always ask door to door sales people to show identification.



15. Only allow people into your home if they have Identification and you are sure you can trust them.

16. You may have 7 days to cancel an agreement made in your home.

17. Remember it is your home and you do not have to allow anyone in.

18. Some doorstep sales people can be pushy and may not leave your home when asked to do so. If this happens call the police.



19. Only buy from businesses you know and trust.

20. If you are not sure, ask a friend.

- 21. If it sounds too good to be true, it probably is!!!**



RECORDED DELIVERY



1. Take your letter of complaint to the Post Office. Ask the person behind the counter to send your letter RECORDED DELIVERY.



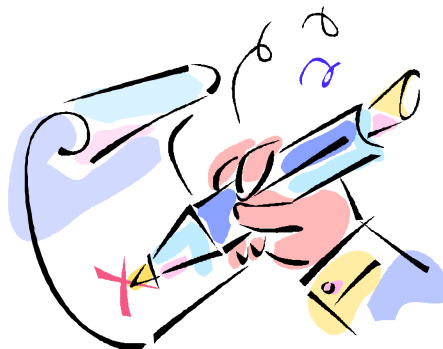
2. You will be charged a small amount for this.



3. You will be given a receipt for your letter.
You must keep this receipt somewhere safe.



4. When the postman delivers your letter, the shop will have to sign for it.



FURTHER ADVICE

Consumer Direct Scotland:

08454 040506

www.consumerdirect.gov.uk

Trading standards:

10 Commerce Street
Fraserburgh
AB43 9AQ

Gordon House
Blackhall Road
Inverurie
AB51 3WA

