Digital content

**What Are Your Consumer Rights?**

The **Consumer Contracts Regulations 2013** say:

* You have a 14 day right to change your mind and get a full refund on your digital content. You do not have this right to cancel once a download has started provided you have been told this and have acknowledged this.

The **Consumer Rights Act 2015** says digital content must be as described, fit for purpose and of satisfactory quality.

* If your digital content is faulty, you're entitled to a repair or a replacement.
* If the fault can't be fixed, or if it hasn't been fixed within a reasonable time and without significant inconvenience, you can get some, or all of your money back.
* If you can show the fault has damaged your device and we haven't used reasonable care and

skill, you may be entitled to a repair or compensation.

This is a summary of some of your key rights. For detailed information from Citizens Advice please visit citizensadvice.org.uk or call 03454 04 05 06