

Goods  
bought in a  
shop

# What Are Your Consumer Rights?

The Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your product you're entitled to the following:

up to  
**30**  
days

If your goods are faulty, you can get an immediate refund.

up to  
**6**  
months

If it can't be repaired or replaced, then you're entitled to a full refund in most cases.

up to  
**6**  
years

If the goods do not last a reasonable length of time you may be entitled to some money back.

You **DON'T** have a legal right to a refund or replacement just because you change your mind. **BUT...** please ask us about our returns policy as we may be able to help in-store.

This is a summary of some of your key rights. For detailed information from Citizens Advice please visit [citizensadvice.org.uk](http://citizensadvice.org.uk) or call 03454 04 05 06

Endorsed by



HM Government



Federation of Small Businesses  
The UK's Leading Business Organisation

Which? Consumer Rights

[MoneySavingExpert.com](http://MoneySavingExpert.com)



British Independent Retailers Association



Chartered Trading  
Standards Institute

Goods  
ordered at  
home

# What Are Your Consumer Rights?

The Consumer Contracts Regulations 2013 say:

up to  
**14**  
days

After receiving your goods, in most cases, you can change your mind and get a full refund.

The Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your product you're entitled to the following:

up to  
**30**  
days

If your goods are faulty, you can get a refund.

up to  
**6**  
months

If it can't be repaired or replaced, then you're entitled to a full refund in most cases.

up to  
**6**  
years

If the goods do not last a reasonable length of time you may be entitled to some money back.

This is a summary of some of your key rights. For detailed information from Citizens Advice please visit [citizensadvice.org.uk](http://citizensadvice.org.uk) or call 03454 04 05 06

Endorsed by



HM Government



**Federation of Small Businesses**  
The UK's Leading Business Organisation

**Which?** Consumer Rights

**MoneySavingExpert.com**

**bira**  
British Independent Retailers Association

citizens  
advice



Chartered Trading  
Standards Institute