

Know your Rights as a Consumer!

Consumer Rights

As a customer who purchased a service or good you are entitled to protection

How will it affect the businesses? Businesses will have to display prices clearly, and label all products correctly and carry out thorough quality checks

Where to get Advice?

www.bbc.co.uk/watchdog - where you will find consumer advice and news examples
www.citizensadvice.org.uk - where you can find your local bureau and find advice

www.tradingstandards.gov.uk - where there is information on the standards plus about their policies
www.consumerdirect.gov.uk - where it shows you what to look out for when buying products and how to write a letter to complain

Sales of Goods Act
 This law states that goods sold to consumers should meet three main conditions. First, that they are of merchantable quality which means that goods should not have any serious flaws or problems with them. Second, that they are fit for the purpose for which they were purchased. e.g. paint for outdoors should not peel or flake in poor weather conditions. Third, that they are as described e.g. an anorak should not leak in the rain, if described as water proof.

Trade descriptions Act
 This prohibits false or misleading descriptions of goods or services. e.g. a pair of shoes which are described as made of leather cannot be made of plastic. It is a criminal offence to describe goods and services incorrectly.

Consumer protection Act
 This states that businesses are liable for any damage which their defective goods might cause to consumers e.g. a firm supplying defective electrical equipment would be liable for any injuries caused to consumers using that equipment. It also seeks to outlaw misleading pricing, such as exaggerated claims relating to price reductions. e.g. saying something is reduced from £500 to £20 when it was not £500 firstly.

Consumer Credit Act
 This states that consumers giving credit must be licensed. Consumers must know how much extra they are paying in interest, and there must be a 'cooling off' period during which goods bought on credit can be returned.

Weights and Measures Act
 This act makes it possible for inspectors to test the weighing and measuring equipment used by businesses. Use of false or unfair weighing equipment is an offence. It is also an offence to give short weights or short measures. The act states that all prepacked goods must have information about the net quality of their contents

Food and Drugs act
 It is a criminal offence to sell food and drink which is unfit for human consumption, or on which the labelling wrongly describes the contents or misleads people about the quality or nutritional value of food.