



shop around

Questions

1. If you buy a DVD player from a mail order catalogue, do you have the same consumer rights as when you buy it from a shop?

ANSWER: Yes, you have more rights. You are protected by the Sale of Goods Act and the Consumer Protection (distance selling) Regulations 2000. You also have the right to cancel within seven days of delivery and to cancel after 30 days if no delivery is made. Your rights are the same as those in a face-to-face purchase regarding the standard of goods, etc...

2. Are your consumer rights affected if you buy goods in a sale? (Prompt, why?)

ANSWER: No, you have the same rights as when buying a non-sale item

3. You buy a mobile phone, but after it is charged for the first time it does not work. The shopkeeper agrees that it is faulty but tells you to send it back to the manufacturer. Is he right? Why?

ANSWER: No, the buyer's contract is with the seller not the manufacturer. It is up to the seller to put things right

4. If you mistakenly buy wrong-sized clothes, are you entitled to a credit note?

ANSWER: No. If, for example you are a size 12 but bought yourself a size 8, then it is up to the seller to offer you an exchange or credit note as a goodwill gesture. If, however, the goods are wrongly sized (ie. the garment's tag claims it is a size 12 but it is actually cut to a size 8) then there is a breach of description and all Sale of Goods legislation applies

5. If a trader asks you to sign a contract, what is the first thing you should do?

- Sign it
- Refuse it
- Read it
- Tear it up

ANSWER: c. Read it

