

# Consumer Rights: Getting the Most Out of Your Purchases

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**Understanding your rights as a consumer  
is essential in ensuring that you  
get the most out of your purchases.**

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# Introduction

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Understanding your rights as a consumer is essential in ensuring that you get the most out of your purchases. This guide provides detailed advice on consumer protection laws under the jurisdiction of England and Wales, how to handle faulty goods, and dealing with scams. By equipping yourself with this knowledge, you can make informed decisions, protect your interests, and take appropriate action when things go wrong.



# Consumer Protection Laws

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## THE CONSUMER RIGHTS ACT 2015:

The Consumer Rights Act 2015 is a key piece of legislation that governs consumer protection in England and Wales. This Act covers:

- **Goods:** Must be of satisfactory quality, fit for purpose, and as described. “Satisfactory quality” means the goods should not be faulty or damaged when you receive them. They should meet the standard that a reasonable person would consider acceptable.
- **Services:** Must be provided with reasonable care and skill. This means the service should be performed to the standard that can reasonably be expected of a competent person in that line of work.
- **Digital Content:** Must be of satisfactory quality, fit for purpose, and as described. This includes online music, games, apps, and software. If the digital content is faulty, you are entitled to a repair or replacement.

If goods are faulty, you are entitled to a repair, replacement, or refund depending on the circumstances. The Act also covers unfair terms in contracts, aiming to ensure that consumers are not subjected to terms that create a significant imbalance in their rights and obligations to their detriment.

## THE SALE OF GOODS ACT 1979:

Although largely superseded by the Consumer Rights Act 2015, the Sale of Goods Act 1979 still applies to some transactions. This Act ensures that goods sold must be:

- **As described:** The goods should match any description given at the time of purchase. This applies whether the description is on the packaging, online, or communicated verbally.
- **Of satisfactory quality:** Goods should not be faulty or damaged. This covers the state and condition of goods, taking into account factors such as safety, durability, and freedom from minor defects.
- **Fit for purpose:** The goods should be fit for any specific purpose made known to the seller. If you are buying a product for a specific use, make sure you communicate this to the seller to ensure it meets your needs.

# Handling Faulty Goods

## YOUR RIGHTS:

If you purchase goods that are faulty, you have several rights:

- **30-Day Right to Reject:** You can reject the goods within 30 days of purchase for a full refund. This is a short-term right to reject and is meant to allow consumers a reasonable time to examine the goods and check for conformity with the contract.
- **Repair or Replacement:** If the 30-day period has passed, you are entitled to a repair or replacement. The retailer must provide this at no cost to you. You should not be inconvenienced unnecessarily, and the repair or replacement should be done within a reasonable time.
- **Final Right to Reject:** If the repair or replacement is unsatisfactory, you have a final right to reject the goods and receive a refund. This right also applies if the repair or replacement is not possible.

## STEPS TO TAKE:

- **Contact the Seller:** Your contract is with the seller, so you should contact them first. Clearly explain the issue with the product and what you want (refund, repair, or replacement).
- **Provide Proof of Purchase:** Always keep your receipts or any proof of purchase. This can include bank statements or email confirmations if you bought online.
- **State Your Desired Resolution:** Clearly state whether you want a repair, replacement, or refund. Be firm but polite, and keep a record of all communications.

# Dealing with Scams

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## RECOGNISING SCAMS:

Scams can take many forms, including fake websites, phishing emails, and counterfeit goods. Recognising scams is crucial to protecting yourself:

- **Fake Websites:** Look for poor grammar, unusual URLs, and lack of contact information. Verify the website's authenticity by checking reviews and looking for signs of credibility like HTTPS in the URL.
- **Phishing Emails:** Be wary of unsolicited emails asking for personal information or payment. Check the sender's email address, and do not click on any links or attachments from unknown sources.
- **Counterfeit Goods:** Check reviews, buy from reputable sellers, and be cautious of prices that seem too good to be true. Counterfeit goods are often of poor quality and may not meet safety standards.

## WHAT TO DO IF SCAMMED:

- **Report the Scam:** Report to Action Fraud, the UK's national fraud and cybercrime reporting centre. This helps authorities track and tackle scams.
- **Contact Your Bank:** If you've provided financial information, contact your bank immediately. They can help secure your accounts and may be able to recover lost funds.
- **Seek Advice:** Your solicitor or the Citizens Advice can provide further guidance on dealing with scams. They can offer support and help you understand your rights and next steps.



# Summary



Understanding your rights and knowing how to handle issues when they arise is vital in getting the most out of your purchases. By being aware of consumer protection laws, handling faulty goods correctly, and recognising and dealing with scams, you can protect yourself and ensure a better shopping experience.

This guide aims to empower you with the knowledge needed to navigate consumer issues confidently and effectively. Remember, knowing your rights is the first step towards exercising them. Stay informed, be vigilant, and don't hesitate to seek help when you need it.

For further assistance, please contact one of our experienced solicitors, who will be able to provide you with the necessary help you require.

You can email us at

[info@360lawgroup.co.uk](mailto:info@360lawgroup.co.uk) or call us on **0333 772 7736**.