



Questions & Answers

1. Does the Consumer Rights Act 2015 apply to second-hand goods sold at an auction?
Yes – but only in cases where consumers cannot attend the auction in person e.g. internet auctions where you buy from trade sellers
2. What organisation controls mailing lists in order to reduce unwanted junk mail?
The Direct Mailing Association via the Mailing Preference Service
3. If you join a holiday club anywhere in the European Economic Area, how many days do you have to withdraw from the contract without any penalty?
14 days
4. What should you do about an advert offering you the chance to work from home and make easy money by addressing and mailing envelopes?
Ignore it as these are usually scams. You can report scams by telephone and email to Consumerline
5. A phone call from a very well-spoken American tells you that your lottery ticket on the Australian lottery has come up. He needs £500 to get £50,000 delivered to you by courier. What should you do?
Put the phone down, this is another scam. You can report scams by telephone and email to Consumerline
6. Why is a fridge magnet a useful thing to bring if looking at a second-hand car?
If the magnet doesn't stick to the car, then you know body-filling material has been used on the vehicle
7. If you bring an engineer to inspect a used car at a garage, who is liable for any faults that the engineer missed?
The engineer
8. What rights do you have if the colour from your counterfeit rugby shirt runs in the wash?
None (the contract is illegal)