



shop around

Questions & Answers

1. Name two forms of distance selling?
Internet, telephone, catalogues, mail order, TV shopping
2. Can a shop refuse to give refunds on faulty goods if it has a sign up saying 'no refunds'?
No, they can't. These signs are illegal and should be reported to Consumerline. Under the Consumer Rights Act 2015 consumers have 30 days to reject a faulty item and ask for their money back. If the faulty item is returned after the 30 days have passed, consumers still have the right to a repair or replacement
3. If you get an enormous bill for building work you've had done, can you challenge the cost even though a price wasn't agreed in advance?
Yes, the Consumer Rights Act 2015 says if a price was not agreed in advance you have the right to be charged a reasonable amount for the service, and no more. (Often the Small Claims Court decides what's reasonable by checking with other builders in your area)
4. Does the Consumer Rights Act 2015 apply to goods bought from a mail order/store catalogue?
Yes
5. Can a garage insist that you pay for repairs in cash?
Yes
6. What is the difference between a quote and an estimate?
A quote/quotation is a fixed cost, but an estimate is not. It is always better to request a quote to avoid any unpleasant surprises once the work has been completed
7. Can a shop demand that you produce a receipt when you bring faulty goods back?
No. A receipt is the easiest way to provide proof of purchase, but if you bought goods on a credit or debit card the bank statement provides proof. Even the word of a witness can be enough
8. Does a contract have to be in writing before it is considered legal?
No, most contracts are verbal, e.g. buying a bar of chocolate in a shop