



## Questions & Answers

1. If you buy goods over the internet, how long do you have to cancel your order and ask for your money back?  
**14 calendar days after receiving the goods. This is called a cooling-off period. There are some exceptions e.g. perishable goods such as food or fresh flowers and customized goods e.g. a T-shirt printed with your photo**
2. If you buy goods through a personal loan arranged with the shop, when do the goods become your property?  
**Right away**
3. Does the Consumer Rights Act 2015 apply to the purchase of an apartment?  
**No, this would be covered by property law**
4. If your hairdresser makes a mess of your hair by cutting it too short, what rights do you have?  
A) None – you can always buy a hat!  
B) You have the right to get it cut again  
C) You can request a reduction in price for the haircut  
**Answer B & C**  
**Under the Consumer Rights Act 2015, if a trader has provided a service without reasonable care and skill or failed to meet expectations, they must put things right for example by repeating the performance (only better!) or by giving a price reduction, or fixing the hair without further charge. As the hair is already too short, you would probably choose option C (and still buy a hat)**
5. You receive some cleaning products that you didn't order. Are they yours to keep?  
**Yes. Under the Consumer Contracts Regulations (Information, Cancellation and Additional Charges) 2013, you may keep the items as an unconditional gift and do not have to pay for or return them**
6. Can you claim expenses in the Small Claims Court?  
**No, not in Northern Ireland**
7. If you buy a mirror in a sale and then discover the frame is damaged when you take it home and get it out of its packaging, do you have the same rights as if you'd bought it outside of the sale period?  
**Yes, you have the same rights about faulty goods as when buying a non-sale item**
8. If a shirt is priced at £9.99 when it should have been £19.99, is the shopkeeper legally obliged to sell at the lower price?  
**No. The shopkeeper does not have to sell the shirt at the lower price as they're making what the law calls an 'invitation to treat', in other words, an invitation to the customer to make him an offer. The shopkeeper can refuse to do a deal with the customer. If however the shopkeeper keeps doing this with other items, it could be a deliberate attempt to mislead customers. This is something Trading Standards Service would be keen to investigate**