



shop around

Scenario 7

John buys a new carpet from Century Carpets and gets them to fit it. The next day, Helen, his wife, notices a loop of carpet fibre near the corner and cuts it off, causing the carpet to unravel. Century Carpets say that Helen has damaged the carpet but they will re-lay a new section for £25. John thinks the carpet is faulty and he should not pay anything.

What are his rights?

