



shop around

Scenario 8

Jean arranges to have the downstairs of her house re-carpeted. Two carpet fitters from Super Floors Limited measure the area and give Jean a written quote that includes fitting. Jean pays in full by cash and receives a receipt. However, the next day she receives a call from Super Floors Limited to say that a mistake has been made in the measurements and she now owes a further £60.

Does Jean have to pay the additional £60?

