

Goods
ordered at
home

What Are Your Consumer Rights?

The Consumer Contracts Regulations 2013 say:

up to

14

days

After receiving your goods, in most cases, you can change your mind and get a full refund.

The Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your product you're entitled to the following:

up to

30

days

If your goods are faulty, you can get a refund.

up to

6

months

If it can't be repaired or replaced, then you're entitled to a full refund in most cases.

up to

6

years

If the goods do not last a reasonable length of time you may be entitled to some money back.

This is a summary of some of your key rights. For detailed information from Citizens Advice please visit citizensadvice.org.uk or call 03454 04 05 06

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