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# E-NEWS

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TRADING  
STANDARDS

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## Do you know your Consumer Rights?

The Consumer Rights Act came into force on 1st October 2015. The law is now clearer and easier to understand, meaning that consumers can buy and businesses can sell with confidence. When problems arise, consumers and businesses will be able to sort out disputes quickly and it will cost less. There is a lot to it but here are the top things to know and the most significant changes.



### The Consumer Rights Act covers:

- What should happen when goods are faulty
- What should happen when digital content is faulty
- What should happen if a service is not carried out with reasonable care and skill or as agreed

### Faulty goods

Consumers are now entitled to a full refund if goods they purchased become faulty within the first 30 days.

### What are my new digital content rights?



New digital content rights means that consumers now have a right to a repair or a replacement if digital content such as online films, games, music downloads and e-books are faulty. This is the first time that rights on digital content are set out in legislation.

## Services not provided with reasonable care and skill or as agreed

For the first time the law sets out that if the business does not carry out a service with reasonable care or skill, or as agreed, they must bring that service in line, or if it is not practical, give some money back to the consumer.

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## Alternative Dispute Resolution, what does it mean?

The new legislation helps consumers and businesses avoid disagreements and also makes it easier to settle disputes if they arise. Alternative Dispute Resolution, for example through an Ombudsman, can offer a quicker and cheaper way of resolving disputes and help avoid using the Courts to resolve a disagreement.

For more information on your Consumer Rights visit [www.citizensadvice.org.uk/consumer/](http://www.citizensadvice.org.uk/consumer/) or contact Citizens Advice consumer service on 03454 04 05 06, Monday to Friday 9am to 5pm.

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