

Claim compensation if an item or product causes damage

There can, unfortunately, be times when you buy something that is faulty and can cause damage to other items. For example, a faulty washing machine that floods your home or a cleaning product that is not suitable for a particular surface but has not disclosed this on the label.

In these circumstances you can use your consumer rights to replace the faulty item but you may also be able to claim for compensation for damage to the other items.

Make sure you get evidence, such as photos, independent repair quotes and keep a record of dates - when you bought the item, when the damage occurred, and any costs you incurred to fix the problem.

It's important to get advice, as what you are entitled to will depend:

- on the costs you're claiming for
- when, where and who bought the item
- on the evidence you're able to provide

Read the Citizens Advice consumer pages 'Claim compensation if an item or product causes damage' for more information to resolve the problem.

Problem with an app

You're entitled to compensation if an app, software or download causes damage to the device you've installed it on. The compensation should make up for the problem caused by the faulty digital product.

Read the Citizens Advice consumer page 'Problem with an app, software or download' for more information to resolve the problem.

You can also get advice from the Citizens Advice consumer helpline: 03454 04 05 06

Welsh-speaking adviser: 03454 04 05 05