

Returning faulty goods

It can be incredibly frustrating when you buy items and find that when you use them they are faulty. It is important to notify the business or trader as soon as possible about the fault.

Make sure you are clear on:

- When you bought the item
- How you bought the item
- When you noticed the fault
- What you would like from the business or trader - repair, replacement or refund

You will have the right to repair, replacement or refund if the item is

- broken or damaged ('not of satisfactory quality')
- unusable ('not fit for purpose')
- not what was advertised or doesn't match the seller's description

This also applies to second hand items; they should be fit for purpose and as described too. It doesn't matter whether you bought the item new or second hand, you still have rights.

For more information read the Citizens Advice consumer pages 'Returning Faulty goods.' www.citizensadvice.org.uk/consumer/somethings-gone-wrong-with-a-purchase/return-faulty-goods/

Get advice from the Citizens Advice consumer helpline: 03454 04 05 06

Welsh-speaking adviser: 03454 04 05 05