



## **CONSUMER MATTERS**

The law protects your consumer rights when you buy goods or services. We can help you by providing consumer protection advice about:

- credit and store cards
- faulty goods
- counterfeit goods
- poor service
- problems with contracts
- problems with builders
- rogue traders

### **Something's gone wrong with a purchase**

If something's gone wrong with a purchase, you may be entitled to a refund, repair or replacement, whether you bought the item new or second-hand. You'll have legal rights if the item you bought 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

### **Problem with an app, software or download**

You might be entitled to a part-refund, repair or replacement if something's gone wrong with an app, software or download you have purchased. This applies for digital content such as games, e-books, in-game purchases on free mobile apps, streaming services for film, music and TV, and software downloads.

### **You've changed your mind**

You don't have an automatic right to get your money back if you just change your mind about something you've bought and there's nothing wrong with it but there are certain steps you can take, depending on where you bought the item.

You may have the right to a refund if you feel you were unfairly pressured into buying a product/service you didn't want or you were misled about the product/service you bought.

### **Issues with post**

You can claim compensation from Royal Mail if the post was sent using Royal Mail AND the post has been lost, damaged or delayed. Before claiming compensation, you should contact the seller first to ask for a refund or redelivery if the item didn't arrive or to find out your options for returning damaged or broken goods.

**For more information or help about consumer matters, or general advice please contact Paddock Wood Community Advice Centre at 64 Commercial Road, Paddock Wood, TN12 6DP Email: [info@pwadvice.org](mailto:info@pwadvice.org) Tel: 01892 838619**