

**Goods
bought in a
shop**

What Are Your Consumer Rights?

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 an immediate 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.

You DON'T have a legal right to a refund or replacement just because you change your mind. BUT... please ask us about our returns policy as we may be able to help in-store.

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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HM Government



Federation of Small Businesses
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