



Having a problem with some work you have had done

This is some quick and easy advice on what to do if you are having a problem with some work you have had done.

When we have spent money on something and there is a problem we can become very upset or annoyed.

There are many different types of services. Services can be provided alone, or may be provided with goods.

Examples of services provided without goods include:

- dry cleaning
- entertainment
- work done by people like solicitors or estate agents

Examples of services provided with goods include:

- repairs to goods where parts are replaced, such as car repairs
- fitted kitchens
- building and decorating work
- double glazing.

Before you buy



Before you buy a service, the person you are buying it from must tell you these things:

- Their name, legal status, address and any email address or mobile telephone number.
- The main features of the service and the price, or how the price will be worked out.



For **more** help and advice please contact Consumer Direct on **08454 040506**.

- Their terms and conditions which should, if you have purchased from, for example, the internet, catalogue or the salesman visited your home and you agreed the contract in your home, a 14 day cooling off period. You should also receive a Cancellation Notice that you can use. Details of any professional body or trade association they belong to. Also any codes of conduct apply to them.
- Contact details for making a complaint, including both a telephone number and an email or postal address.
- Whether there are any after-sales guarantees.

After you buy

Every service you buy must be:

- carried out with reasonable care and skill,
- finished by the date you have agreed with the person providing the service, or within a reasonable time if you haven't agreed a date
- provided at the cost you have agreed beforehand, or at a reasonable cost if you haven't agreed one.

If this does not happen then you may have a case to ask for the trader to put the work right or to ask for some money back. See the fact sheets on how to complain in person, on the phone and in writing.



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