

# WiseGuys.co.uk

## Information about Consumer Rights



If you have a supporter, they can help you look through this website if you ask them.



When you buy something there are laws in place to protect you from being ripped off.



These laws are called **Consumer Rights**.



You have **Consumer Rights** when buying **goods** like clothes or a TV, or **services** like power for your home.



Who ever you are buying from must follow these laws.



This WiseGuys.co.uk has lots of advice about **Consumer Rights**.



It also has lists of things to think about before you buy something.

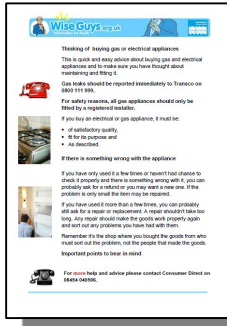


It also has advice on how to complain when something goes wrong.

# How you can use this website



It is important that you let businesses know that you are aware of your **Consumer Rights**.



It might help you to print the page from this website to do with the thing you have bought, or are thinking of buying.



You can take it with you when speaking to someone about the thing that has gone wrong. It can help you remember what your rights are.



You can show it to the person you are speaking to so they can see that you know about your rights.



If you are having problems with something you have bought, or would like some advice, call

**Consumer Direct on  
08454 040506.**



Never approach someone if you think they might be dangerous. Instead call the police on **999**.



You can write to us at:  
East Sussex Trading Standards  
St Mary's House  
52 St Leonard's Road  
Eastbourne  
East Sussex  
BN21 3UU



You can email us at:  
[Wise.Guys@eastsussex.gov.uk](mailto:Wise.Guys@eastsussex.gov.uk)

This document was produced by the East Sussex County Council, Adult Social Care, Learning Disability Commissioning team.

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