



Your rights when buying a mobile phone

This is some quick and easy advice about your rights when buying a mobile phone.

Your rights

Mobile phone must be

- of satisfactory quality,
- fit for its purpose, and
- as described.

This means it must be:

- Fit to be used – it should not be faulty or damaged
- What you asked for - for example, you can use the internet on it.
- The same model as stated on the box.

Important things to bear in mind

- You have no rights if you simply change your mind.
- You have no rights if you have selected the wrong mobile phone.
- You have no rights if you have not used or looked-after your phone in line with its instructions.
- Fair wear and tear is not a fault.

If you have bought the mobile phone over the telephone, from a catalogue or on the internet you have short period of time to send them back if you decide you do not want it.

Remember that mobile phones need to be looked after and no phones last forever.



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

Network service provider

When you buy a mobile phone, in order to make or receive calls you will need to be connected to a network. You can do this by having a contract or through buying a voucher which will allow you access to the network (called pre-pay or pay-as-you-go). At this point, you will enter into a contract with the network service provider.

Important points to bear in mind:

- Read the terms and conditions of your agreement with the network service provider.
- If you choose a contract phone rather than a pre-pay phone, you will be committed to using a certain network, at a certain tariff for a minimum period of time without any legal right to change tariff or cancel. This could be anything up to 24 months or more.

If there is something wrong with the mobile phone

If you have only used it a few times or haven't had chance to check it properly and there is something wrong with it, you can probably ask for a refund or you may want a new one. If the problem is only small the item may be repaired.

If you have used it more than a few times, you can probably still ask for a repair or replacement. A repair shouldn't take too long. Any repair should make the goods work properly again and sort out any problems you have had with them.

Remember it's the shop where you bought the goods from who must sort out the problem not the people that made the goods.

If you hand your phone back to the seller and take a refund it does not necessarily follow that your service agreement with the network provider will be cancelled. Ensure you check with your network provider that it has been or can be cancelled.



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