

Your rights when buying clothing and shoes

This is quick and easy advice about your rights when buying clothes or shoes.

Your rights

Clothes and shoes must be:

- of satisfactory quality,
- fit for their purpose, and
- as described when you buy them.

This means shoes and clothes must be:

- Fit to be worn – for example the seams should not be coming apart or the material not damaged.
- What you asked for - for example, waterproof.
- The same size as stated on the label.

Important things to bear in mind

- You have no rights if the item doesn't fit.
- You have no rights if you just change your mind.
- You have no rights if you have chosen the wrong clothes.

Advice If you have bought the clothes or shoes over the phone, from a catalogue or on the internet, and you decide you do not want them) you have short period of time to send them back.

Remember that clothes and footwear need to be looked after and no items last forever.



If there is something wrong with the clothes or shoes



For **more** help and advice please contact
Citizens Advice consumer service on 08454 040506.

If you have only worn something 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 a replacement. 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 and should fix 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.



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