

Your rights when buying furniture

Quick and easy advice about your rights when buying furniture.

When buying furniture, you have certain rights

Your rights

Furniture must be:

- of satisfactory quality,
- fit for its purpose, and
- as described when you buy it.

If there is something wrong with the furniture

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 ask for 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 a 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.

Important points to bear in mind



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

- You have no rights if you choose the wrong size or give the wrong measurements.
- You have no right to cancel if you change your mind unless you purchased from, for example, the internet, catalogue or the salesman visited your home and you agreed the contract in your home, in which case you have a 14 day cooling off period and you should receive a Cancellation Notice that you can use.
- You have no rights if a problem arises because you didn't follow the care label instructions.
- You have no rights if you choose furniture which is too large or small for the room it should go in.



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