

Important Information on Consumer rights when buying Goods

When you purchase goods or services from this store, your statutory rights allow you to expect the following:

Goods should be of Satisfactory Quality

Whether the quality is satisfactory relates directly to the price paid for the item and its expected durability

Goods should be fit for purpose

This includes any purpose you specify to the seller

Goods and Services must fit the description given

This includes the descriptions in any associated advertising or packaging for the product or service

This store may decide to go beyond these rights and offer redress in excess of consumer law, but the above rights will not be limited in any way. If you have an issue with goods or services supplied by this store please speak to a member of staff.

The quality and fitness for purpose of goods purchased will be dependant on the price paid and reasonable acceptance of durability for each item individually. Although you have 6 years in which to make a civil claim for breach of contract based on one of the above criteria, this does not mean all goods or services provided should last for six years.

If you have purchased goods or services in the course of your trade or business, some consumer protection laws may not apply. Please contact our business helpline for more details on 01392 381 381

For consumer advice please contact Consumer Direct

