

Claim using a warranty or guarantee

There can be a lot of confusion between what your consumer rights are and consumer protection via a warranty or guarantee.

- Consumer Rights - are the statutory rights the law gives you
- Guarantee - given by the shop or manufacturer, usually free, to commit to repairing or resolving problems within the guarantee time frame. You may need to register for this to validate the guarantee
- Warranty - similar to an insurance that covers problems with the product. There is usually a fee for this so it's worth finding out what the warranty covers before signing up for the additional cost.

Some checks you should make when using warranties or guarantees are,

- to make sure you know which one it is - this sounds obvious but it is worth checking.
- check the small print in a guarantee or warranty and to know what is covered
- how long are you signing up for and if you are able to cancel it.
- if there will there be any costs involved if you make a claim

Also consider if you're covered by your consumer rights. If the warranty or guarantee has expired or you are having problems resolving the issue with the manufacturer or trader, it may be that consumer law will cover the issue.

Read the Citizens Advice consumer pages 'Claim using a warranty or guarantee'

Get advice from the Citizens Advice consumer helpline: 03454 04 05 06 Welsh-speaking adviser: 03454 04 05 05

