

We help people find a way forward

Citizens Advice provides free, confidential and independent advice to help people overcome their problems.

We're here for everyone.

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Citizens Advice is an operating name of The National Association of Citizens Advice Bureaux.

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citizensadvice.org.uk

Your rights apply to the seller

When you buy a product, you have rights, but these are with the seller of the item, who may not necessarily be the manufacturer of the product.

If there is something wrong with your item, don't let the seller tell you to go to the manufacturer to deal with it.

It's the seller's responsibility to resolve the problem for you.

What can I do if the goods are faulty?

If you think the item is faulty you may be entitled to a refund, repair or replacement but it can depend on how and when you bought it.

Use our online tool to check your consumer rights before you contact the seller. This will help you negotiate if the seller is being difficult.

[citizensadvice.org.uk/
consumer/somethings-gone-
wrong-with-a-purchase/
return-faulty-goods](http://citizensadvice.org.uk/consumer/somethings-gone-wrong-with-a-purchase/return-faulty-goods)

Warranties and registrations

Check what warranty you have for a product. If it's an appliance, make sure it's registered so companies can send safety information if there's a problem.

A warranty is in addition to your consumer rights. It will state terms and conditions – these are what it covers and any restrictions or exclusions.

You can register your appliance and find out more at registermyappliance.org.uk

Citizens Advice consumer service

If you want to know more about your consumer rights or think an item might be unsafe, contact our consumer service.

Monday to Friday
9am to 5pm

03454 04 05 06

Textphone: 18001
03454 04 05 06

or visit
[citizensadvice.org.uk/
consumer](http://citizensadvice.org.uk/consumer)

Buying electrical goods



**citizens
advice**

#SwitchedOn

Electrical goods	Before you buy	Counterfeits	Real cost	Supply and fit	Know your rights
<p>Electrical goods cover everything from tumble dryers to mobile phones and drones.</p> <p>Knowing your rights and understanding product safety will help you make informed choices when buying electrical goods.</p> <p>Find out more about our campaign at citizensadvice.org.uk/ncw16</p>	<p>If you're thinking of buying an electrical item make sure it:</p> <ul style="list-style-type: none"> • is fit for purpose and as described • fits in the space you want it to go • works as advertised • is not damaged 	<p>Counterfeit items are widely available and can cause disappointment and injury as they might not work or meet safety standards.</p> <p>These can be anything from hair straighteners, mobile phone chargers, game consoles and e-cigarettes.</p> <p>Check who the seller is, their address and how to contact them.</p>	<p>Sometimes there are hidden costs you need to be aware of.</p> <p>Work out the true cost of your product by considering the:</p> <ul style="list-style-type: none"> • loan interest • delivery • installation • maintenance • need for more equipment • extra fees 	<p>If you're having an appliance installed, different people or companies might be responsible for each part of the contract. Such as:</p> <ul style="list-style-type: none"> • selling the item • delivery • installation <p>If there's a problem, you'll need to know who to contact.</p>	<p>Find out what your rights to return or cancel are before you buy.</p> <p>In a shop – you don't have a legal right to return or cancel. But check to see if the store policy allows this.</p> <p>Online, over the phone or by mail order – you get 14 days to return or cancel when you buy something unless it's bespoke or made to measure.</p>