What Are Your Consumer Rights?

The **Consumer Rights Act 2015** says:

- You can ask us to repeat or fix a service if it's not carried out with reasonable care and skill, or get some money back if we can't fix it.

- If you haven't agreed a price beforehand, what you're asked to pay must be reasonable.

- If you haven't agreed a time beforehand, it must be carried out within a reasonable time.

This is a summary of some of your key rights. For detailed information from Citizens Advice please visit citizensadvice.org.uk or call 03454 04 05 06

Endorsed by

- HM Government
- Federation of Small Businesses
- BIRA
- MoneySavingExpert.com
- Which?
- Chartered Trading Standards Institute
- Citizens Advice