

Services  
paid for in a  
shop

# 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](http://citizensadvice.org.uk) or call 03454 04 05 06

Endorsed by



HM Government



Federation of Small Businesses  
The UK's Leading Business Organisation



MoneySavingExpert.com



Chartered Trading  
Standards Institute

