

Services
ordered at
home

What Are Your Consumer Rights?

The Consumer Contracts Regulations 2013 say:



In most cases, you can cancel within 14 days. If you agree the service will start within this time, you may be charged for what you've used.

The Consumer Rights Act 2015 says:



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



If a price hasn't been agreed upfront, what you're asked to pay must be reasonable.



If a time hasn't been agreed upfront, 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

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