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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