CONSUMER RIGHTS FLOWCHART

IS IT FAULTY?

YES → **WHEN DID YOU BUY IT?**

NO → **DID YOU BUY IT ONLINE?**

WHEN DID YOU BUY IT?

<30 DAYS AGO → full refund

>30 DAYS AGO → entitled to repair or replacement

DID YOU BUY IT ONLINE?

YES → no rights

NO → can return within 14 days for full refund

DID YOU GET A RESULT?

YES → problem solved :)

NO → **WERE YOU SENT TO THE MANUFACTURER?**

WERE YOU SENT TO THE MANUFACTURER?

YES → go back!

NO → **HOW DID YOU PAY?**

HOW DID YOU PAY?

CARD → **CREDIT OR DEBIT?**

CASH → submit a formal complaint and if that doesn't work then go to the Small Claims Court

CREDIT OR DEBIT?

CREDIT → if the item was over £100 then claim under Section 75 from credit card company, if not →

DEBIT → claim money back from your bank under Chargeback

WHAT IS FAULTY?

Under the Consumer Rights Act 2015, a good or service is faulty if it does not/is not:

Last a reasonable length of time
Of satisfactory quality
As described
Fit for purpose