



# Know your rights

When you buy something, the law says you can expect the goods to be:

★ **Of satisfactory quality:**

They should be free from defects, and they should be safe and durable. It's worth checking the terms of any guarantee. If goods prove faulty within six months, they were probably faulty at the time of purchase.

★ **Fit for purpose:**

If, for example, you tell the seller that you want shoes for running cross country, they must be suitable for that purpose.

★ **As described:**

The goods must fit the description on the packet or label, or the description by the seller.

**Have these customers got a right to complain? Can they ask for their money back or a replacement? Write your advice.**

★ **Danny:** 'The soles on my trainers have started to come away. I've only worn them three times for playing basketball.'

★ **Megan:** 'I bought a second-hand TV from a car boot sale seven months ago. It doesn't work now. Can I do anything?'

★ **Kirsty:** 'I bought a digital radio two months ago. It switches itself off after about 30 minutes. I can't find the guarantee. Can I get my money back?'



Legal adviser