



Consumer Rights Policy Statement

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Statement

Handy home Force shall never knowingly fail to abide by the Consumer Rights Act 2015 or any other laws that apply. Any additional terms and conditions agreed between Handy Home Force and the customer shall not apply if they breach the Consumer Rights Act.

Deciding which rights apply

The Consumer Rights Act provides separate rights and remedies for contracts to supply goods, services and digital content. Where the contract is to supply more than one of these, each or all of the sets of rights apply.

In any particular case, the remedies available to a consumer will depend on the nature of what has gone wrong. So, if the contract is to supply both goods and services, and there is something wrong with the service, the remedies for services will apply; if there is something wrong with the goods, the remedies for goods will apply. In practice, there may be some overlap between the available remedies, and in most cases consumers and traders will then agree between themselves the appropriate course of action.

Installation of goods

The Consumer Rights Act 2015 applies an additional rule where goods are to be supplied and installed as part of the same contract. In this case, if the goods are installed incorrectly, not only can the consumer treat this as a breach of the requirements for services, they can also treat it as a breach of the requirements for goods.

This means that, where goods are installed incorrectly, the consumer can choose to use the 'services' remedies or, with one exception, the 'goods' remedies. The exception is that the short-term right to reject is not available where the breach of the requirements for goods is only that they have been installed incorrectly.

Practical implications

Although it may look as if it is complicated to work out which rights apply to which parts of which contracts, in practice the rules are quite straightforward. There are specific rules for goods, for services and for digital content, and wherever you supply one of these (whether or not you supply anything else at the same time) the rules will apply. Limited additional rights apply for contracts for the supply and installation of goods, and for contracts for the supply of goods including digital content.

Whilst an understanding of the detailed rules can be beneficial to both traders and consumers, a practical and acceptable resolution can normally be found wherever something goes wrong.

Please note

This information is intended for guidance; only the courts can give an authoritative interpretation of the law.

For further information refer to <https://www.legislation.gov.uk/ukpga/2015/15/contents/enacted>



Consumer Rights Act 2015

Consumer Rights Summary

ENGLAND & WALES

In-store:

1 Point of Sale info for GOODS not sold online

2 Point of Sale info for SERVICES not sold online

Online, distance and off-premises (e.g. "at home"):

3 Point of Sale info for GOODS sold online (including info on 14 day return)

4 Point of Sale info for SERVICES sold online (including info on 14 day return)

5 Point of Sale info for DIGITAL CONTENT sold online



**Goods
bought in a
shop**

What Are Your Consumer Rights?

The Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your product you're entitled to the following:

up to
30
days

If your goods are faulty, you can get an immediate refund.

up to
6
months

If it can't be repaired or replaced, then you're entitled to a full refund in most cases.

up to
6
years

If the goods do not last a reasonable length of time you may be entitled to some money back.

You DON'T have a legal right to a refund or replacement just because you change your mind. BUT... please ask us about our returns policy as we may be able to help in-store.

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

Endorsed by



HM Government



Federation of Small Businesses
The UK's Leading Business Organisation



MoneySavingExpert.com



British Independent Retailer Association



Chartered Trading
Standards Institute



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.

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Consumer
Rights

[MoneySavingExpert.com](https://www.moneysavingexpert.com)



British Independent Retailers Association



Chartered Trading
Standards Institute



Goods
ordered at
home

What Are Your Consumer Rights?

The Consumer Contracts Regulations 2013 say:

up to
14
days

After receiving your goods, in most cases, you can change your mind and get a full refund.

The Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your product you're entitled to the following:

up to
30
days

If your goods are faulty, you can get a refund.

up to
6
months

If it can't be repaired or replaced, then you're entitled to a full refund in most cases.

up to
6
years

If the goods do not last a reasonable length of time you may be entitled to some money back.

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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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The UK's Leading Business Organisation

Which
Consumer
Rights

bira
British Independent Retailers Association

citizens
advice

ctsi
Chartered Trading
Standards Institute

MoneySavingExpert.com



Digital content

What Are Your Consumer Rights?

The Consumer Contracts Regulations 2013 say:



You have a 14 day right to change your mind and get a full refund on your digital content. You do not have this right to cancel once a download has started provided you have been told this and have acknowledged this.

The Consumer Rights Act 2015 says digital content must be as described, fit for purpose and of satisfactory quality.



If your digital content is faulty, you're entitled to a repair or a replacement.



If the fault can't be fixed, or if it hasn't been fixed within a reasonable time and without significant inconvenience, you can get some, or all of your money back.



If you can show the fault has damaged your device and we haven't used reasonable care and skill, you may be entitled to a repair or compensation.

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MoneySavingExpert.com

Which Consumer Rights



Chartered Trading Standards Institute

bira

British Independent Retailer Association



Handy Home Force



VIRTUAL
COLLEGE

This certificate is presented to

Graham Stevens

who has successfully completed the training course
and assessment in

Consumer Rights Act 2015

Date: 09-Aug-2020

Certificate Number:
ST4F-YYRN-EQES-2HJ4



Signed: 
Lesley Ord, Director (Virtual College)



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