

Consumer Rights Act 2015 explained

Publication info: Evening Gazette ; Middlesbrough (UK) [Middlesbrough (UK)]. 07 Sep 2015: 21.

[ProQuest document link](#)

ABSTRACT

Q. What will the Consumer Rights Act do ? A. The act is part of the Government's reform of the UK consumer landscape which aims to make it easier for consumers to understand and access their key rights, including: the right to clear and honest information before you buy the right to get what you pay for; the rights to goods and digital content being fit for purpose and services performed with reasonable care and skill; and; the right that faults in what you buy will be put right free of charge or a refund or replacement provided.

FULL TEXT

Q. What is the Consumer Right Act 2015 ? A. Consumer Law is changing as the Consumer Rights Act comes into force on the 1st October 2015. The act aims to make consumer law clearer and easier to understand, meaning that consumers can buy and businesses can sell to them with confidence.

Q. What will the Consumer Rights Act do ? A. The act is part of the Government's reform of the UK consumer landscape which aims to make it easier for consumers to understand and access their key rights, including: the right to clear and honest information before you buy the right to get what you pay for; the rights to goods and digital content being fit for purpose and services performed with reasonable care and skill; and; the right that faults in what you buy will be put right free of charge or a refund or replacement provided.

Q. Are all of the changes to the law new ? A. Most of the changes are important updates to existing laws. But there are two new areas of law and these are: this will be the first time that rights on digital content will have been set out in law. The act gives consumers a clear right to repair or replacement of faulty digital content such as online films and games, music downloads and e-books. The law here has been unclear up until now and this change brings it up to date with how digital products have evolved; for the first time, there are clear rules for what should happen if a service is not provided with reasonable care and skill or as agreed with the trader. For example, the business that provided the service must bring it into line with what was agreed with the customer or, if this is not possible, must give some money back.

Q. Where can consumers and businesses get more information ? A. Sources of further information are www.businesscompanion.info. There is also a Business Support Helpline on 0300 456 3565. Businesses can also contact their local Trading Standards Service and their trade body, if they are a member. Consumers can get more information from the Citizens Advice website at: www.CITIZENSADVICE.org.uk. The Citizens Advice Consumer Helpline is 03454 040506. Your local CAB can also offer advice and information. There are CABs located in Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland and Stockton.

Illustration

Caption: Karen Harrison of Stockton took this photograph on a morning walk along the River Tees at Preston Park

DETAILS

Subject:	Consumer protection
Publication title:	Evening Gazette; Middlesbrough (UK)
First page:	21
Publication year:	2015
Publication date:	Sep 7, 2015
Section:	News
Publisher:	MGN Ltd.
Place of publication:	Middlesbrough (UK)
Country of publication:	United Kingdom, Middlesbrough (UK)
Publication subject:	General Interest Periodicals--Great Britain
Source type:	Newspaper
Language of publication:	English
Document type:	News
ProQuest document ID:	1709673404
Document URL:	https://www.proquest.com/newspapers/consumer-rights-act-2015-explained/docview/1709673404/se-2?accountid=130472
Copyright:	Copyright (c) MGN Ltd.2015
Last updated:	2015-09-07
Database:	ProQuest Central

LINKS

Database copyright © 2022 ProQuest LLC. All rights reserved.

[Terms and Conditions](#) [Contact ProQuest](#)