Protecting the consumer – research task

Activity

* Log onto <https://www.citizensadvice.org.uk/consumer/> then answer the following questions on this sheet:

1. Search under Something’s gone wrong with a purchase – returning faulty goods. What three ‘r’s are you entitled to if something has gone wrong with an item you have bought?
2. Explain when you have and when you don’t have legal rights.

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1. How do you report fake or counterfeit goods?

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1. Who can you talk to if the seller refuses to give you a refund?

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1. What can you do it if you have changed your mind about something you have bought...
2. In a shop?

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1. Online?

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