

## Consumer rights legislation

### *Consumer rights act (2015):*

- Designed to ensure that all products must be of a satisfactory quality, that they are fit for purpose and as described by the retailer
- The legislation applies to all products including those that are provided digitally such as download software or are web based
- The legislation protects the consumer by requiring goods to be in full working order when bought, although the expected standard of the product is often linked to the price paid
- Products should be suitable for their intended use (waterproof jacket being waterproof)
- The legislation also allows consumers to have products repaired/replaced if they fail to meet the above criteria
- Some of these rights extend for the first 6 months of ownership

### *Sale of goods act (1979):*

- This has largely been replaced by the Consumer Rights Act (2015), however it still applies to any goods bought before 2015
- Goods need to be as described, of satisfactory quality, and be fit for purpose
- Products must be suitable for everyday use, but also, for example, if a customer asks for a specific power supply for his laptop and this is agreed with the seller, then it must be suitable

The goods must be:

- As described
- Of satisfactory quality
- Fit for purpose