



CONSUMER RIGHTS - UK & IRELAND

CONSUMER RIGHTS - UNITED KINGDOM

The law protects your consumer rights when you buy goods or services. Find out who to contact for consumer protection advice.

You can get help if you're treated unfairly or when things go wrong. This includes problems with:

- Credit and store cards
- Faulty goods
- Contracts
- Builders
- Rogue traders

You can call a helpline to get advice. They can also refer your complaint to local Trading Standards Officers who may then investigate on your behalf.

ENGLAND AND WALES

- Contact Citizens Advice.

Citizens Advice

Telephone:
0808 223 1133

Welsh language:
0808 223 1144

Monday to Friday,
9am to 5pm

SCOTLAND

- Contact Advice Direct Scotland

Advice Direct Scotland

Telephone:
0808 164 6000

Monday to Friday,
9am to 5pm

NORTHERN IRELAND

- Contact Consumerline

Consumerline

Telephone:
0300 123 6262

Monday to Thursday,
9am to 5pm
Friday, 9am to 4pm

Find out about call charges.

FURTHER HELP

You can also get information about refunds, repairs and making a complaint from Which?.

COMPLAIN TO AN OMBUDSMAN

An ombudsman is a person who investigates complaints about organisations for free. They may be able to help you resolve a complaint without going to court. There are different ombudsmen for different industries. You can use the Ombudsman Association to find the right ombudsman for your complaint.



MONEY ADVICE

You can get free, independent help from MoneyHelper about anything to do with money, for example managing debt.

BUYING FROM AN EU COUNTRY

Contact the Consumer Centre UK for help with problems buying from an EU country.

CONSUMER RIGHTS - REP. OF IRELAND

The Competition and Consumer Protection Commission (CCPC) is an independent statutory body responsible for promoting consumer rights and ensuring compliance with consumer law.

The CCPC offers guidance on various aspects of consumer rights and personal finance, such as purchasing goods, dealing with faulty products, online shopping, pricing regulations, service contracts, mobile phone agreements, buying property, finding legal assistance, avoiding scams, managing flight cancellations, and navigating insurance, banking, and mortgage processes.

The CCPC enforces a broad range of consumer protection laws. These include regulations on deceptive business practices (including those that are unfair, misleading, or aggressive), consumer credit, package holidays, unfair contract terms, timeshares, consumer safety standards, food and textile labelling, unit pricing, and price displays.



CONTACT

The Competition and Consumer Protection Commission,
Bloom House,
PO Box 12585,
Railway Street,
Dublin 1,
D01 C576

Consumer Helpline:
01 402 5555

Reception: 01 402 5500

Website: ccpc.ie

According to the European Consumer Centre Ireland, Irish people who hire professionals are protected by the Sale of Goods and Supply of Services Act 1980. It's crucial to understand your rights in advance. One key step is to use a contract when hiring, as it safeguards both parties.

Under the Sale of Goods and Supply of Services Act 1980, consumers are entitled to the following when purchasing goods or services:

Goods must be of acceptable quality, considering their purpose, durability, and price. Goods must match their description; buyers should not be deceived by misleading information from a salesperson or advertisement. Sale items carry the same rights as full-priced goods.

When you have a service contract, you can expect:

The provider to have the necessary skills to perform the service. The service to be delivered with proper care and attention. The materials used to be sound, and the supplied goods to be of acceptable quality. If there is an issue with a purchased item, the seller is responsible for resolving it. Typically, the seller can repair or replace the item, or offer a refund.





In case of problems, the following steps are recommended:

File a formal complaint in writing to those involved, and send it by registered mail for proof of delivery. Include copies of contracts, receipts, and other relevant documents. Request that the issue be corrected, citing your rights. Keep a detailed record of all follow-up communications. If the issue remains unresolved, report the individual or business to the relevant regulatory bodies, trade associations, and, if applicable, Kwik-Shift. If necessary, hire a professional to provide a report supporting your claims.

In case of problems, the following steps are recommended:

Small Claims Court: This court handles disputes up to €2,000, including issues with faulty goods or poor workmanship, provided the goods or services were purchased for private use.

Further Legal Action: For claims exceeding €2,000, it's advisable to seek guidance from a qualified solicitor to explore additional legal options.

The Small Claims procedure also covers minor property damage cases.

