



## LEADERS NOTES

# SHOPPER'S RIGHTS



AGE RESTRICTED PRODUCTS



COMMUNITY SAFETY



DOORSTEP CRIME



FOOD & HYGIENE



HOME FIRE SAFETY



LABELS, SIGNS & SYMBOLS



MANAGING MONEY



SAFER INDEPENDENT PEDESTRIANS



SCAMS



SHOPPER'S RIGHTS



SOCIAL MEDIA & THE INTERNET



WHO CAN HELP





FOOD AND HYGIENE



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# SHOPPER'S RIGHTS



**THERE ARE LAWS IN PLACE TO PROTECT YOU WHEN BUYING GOODS LIKE CLOTHES OR A TV, OR SERVICES LIKE BUILDERS OR GAS SUPPLIERS FOR YOUR HOME. WHOEVER YOU BUY FROM MUST FOLLOW THESE LAWS. THESE LAWS ARE CALLED CONSUMER RIGHTS.**

There are 3 rules, by law, for the seller	
1.	Goods <i>must not</i> be faulty. For example, an electric kettle <i>must</i> work properly and not be broken.
2.	Goods <i>must be</i> as described. For example, if the colour of a camera is described as black, it <i>must</i> be black.
3.	Goods <i>must be</i> able to do what they are supposed to do. For example, a mobile phone <i>must</i> be able to phone people and send text messages.

If any of the 3 rules are broken, you have the following rights.

- If you tell the shop keeper about the problem within 30 days after you have bought the item, you can take the goods back to the shop for a full refund. The item must be expected to last this long. For example you would expect a pair of trainers to last 30 days. But if you bought a cream bun, it would have gone mouldy in 30 days, so you would not expect it to last that long.
- After 30 days, you may be entitled to a repair, replacement or refund. You may not get a full refund if you have used the goods.
- If the item is faulty up to 6 months after buying it and can't be repaired or replaced, then in most cases you are entitled to a full refund.
- If the item is expected to last up to six years but does not, you may be entitled to ask for a repair or replacement; or if that doesn't work, some money back.
- A repair should be done within a reasonable period of time; it should be free and should not make life difficult for you.
- If the repair is not good enough, you can ask for a replacement or refund.

**Remember:**

- When you buy things from a high street shop and there is a fault with the item, you have rights by law to return them for a refund.
- You do not have rights by law to return items because they are the wrong size, wrong colour, or you just changed your mind. However, many shops do let you return unwanted things and may be willing to give you your money back or offer an exchange if you return them within a time limit.

Distance selling refers to your rights when buying on the internet, buying over the phone and buying from catalogues.

- You have the same rights as when you buy from a shop, but because you do not actually see the things before you buy them, you have even more rights. So you can return things to the seller if they are the wrong size, wrong colour, or if you have changed your mind. You have the right to cancel the goods from the day you order them until 14 days after delivery of the goods. You must tell the trader you wish to cancel.

**How to buy:**

- Buy goods from shops you know.
- Be careful of counterfeit goods such as clothes, CDs, computer games, DVDs, perfume, aftershave and toys
- Fakes are hard to tell from the real thing but are often sold in markets, boot fairs, on the internet or by street sellers and are poor quality.
- Check the wrappers and boxes — they are often poor quality too.
- Look at the price. If it is very cheap, it may be a fake.
- If it seems too good to be true, it probably is!

Shopping from home is very popular, like buying things from the internet or a catalogue or over the phone.

- Shop around, you may find a better deal.
- Be wary of traders who use PO Box numbers for their addresses.
- Using a credit card to buy things may give you more protection than a debit card if things go wrong.
- Because you do not actually see the things before you buy them, you have extra rights to protect you.
- You have 14 days to return unwanted things bought on the internet, catalogue or phone.

- If the site you are buying from is safe, then the address should start with 'https://'. The 's' stands for 'secure'.
- A padlock symbol should appear next to the web address when you try to login or register.
- Do not use websites which deliberately misspell their name and make it similar to well-known ones, such as [www.amazone.co.uk](http://www.amazone.co.uk)

### When you buy:

- Ask the shop what they do if customers change their mind on something they have bought.
- Different shops are allowed to have different rules. For instance Marks and Spencer will give your money back or a credit note if you return something because you changed your mind. They do not have to do this. Sometimes there is a time limit which means you must go back to the shop as soon as you can and tell them what has happened.
- If there is something wrong with what you have bought, but you have not damaged it, then the goods are faulty and the shop must give you your money back or a replacement. That is the law. There are slightly different rules for second-hand goods.
- Some shops may not be very helpful or do not know what the law is and will not do anything to help you.
- If this happens you will need some help. You can ring the Citizens Advice consumer service for free advice on 03454 04 05 06.

### Keep all receipts

- It is best to keep receipts if you need to complain to a shop about something you have bought.
- You do not have to show a receipt but it is better because it proves where you bought the item.
- Sometimes dishonest people say they bought something in one shop and ask for money back, but they really bought it from another shop or stole it.

### Top tips on returning things:

- Go back to the shop as soon as possible.
- KEEP CALM – DO NOT LOSE YOUR TEMPER! Do not be rude about the item. Be polite and friendly, and assistants will probably be more helpful.
- Smile! It can work wonders.
- Do not remove labels if you think things might not be quite right and may have to be taken back to the shop.
- Keep things safe and secure until you can go back to the shop.
- Take the receipt with you – most shops ask for this.
- Check what the shop will give you. If you just changed your mind you are not allowed to have your money back but some shops might give you a credit note or an exchange. This will be the best offer you will get, so take it.

### Your rights when buying from door sales people

This is about sales people who might come to your home to sell you something (goods) OR about builders who come to your door offering to do work on your home (services).

- If you agree to buy something when the sales person first visits you at your home and then you change your mind, you may be able to cancel the order.
- If the cost of what you have bought is over £42 you will have 14 days to change your mind.
- You need to send a letter to cancel your order or send the cancellation notice they give you. Remember to get proof of posting from the Post Office.
- If you need work doing on your house or garden ask a neighbour or friends if they can recommend a trader they have used before; or look at the Kent County Council Trading Standards fair trader scheme: 'Checkatrade' [www.checkatrade.com/kent](http://www.checkatrade.com/kent) or call 0333 0146 190.

### Remember:

- Put a sticker in your window telling sales people you are not interested.
- Think carefully before you agree to buy anything from a sales person who knocks on your door.
- Do not feel forced by the sales person into signing anything.
- Never let a stranger in your home.
- Never let a stranger take you to the bank to get some money to give to them.

### Where to get help

If you are having problems with something you have bought or a service in your home you can call Citizens Advice consumer service for free advice on 03454 04 05 06.

### Resources and links

Citizens Advice  
Wise Guys  
Kent Learning Disabilities Partnership Board



# SKILLS4LIFE SHOPPER'S RIGHTS

## HOW TO EARN YOUR AWARD

**COMPLETE THE QUIZ AND THE 2 ACTIVITIES BELOW**

ACTIVITY 1	<b>CARRY OUT MARKET RESEARCH IN THE LOCAL SHOPS TO LEARN ABOUT THE REFUND/EXCHANGE POLICY OF EACH SHOP</b>
ACTIVITY 2	<b>COMPLETE A SURVEY OF LOCAL SHOPPERS TO FIND OUT WHAT THEY BELIEVE ARE THEIR CONSUMER RIGHTS AROUND REFUNDS OR EXCHANGES AND COMPARE WITH THE MARKET RESEARCH RESULTS</b>
ACTIVITY 3	<b>QUIZ</b>

# ACTIVITY 3

# QUIZ



1. You buy a jumper from a shop but when you get home you decide you do not like the colour. What rights does the law say you have?
2. You buy a clock from a shop but when you take it out of the box you see the hands have fallen off. What rights does the law say you have?
3. You buy a mobile phone and on the box it says it is white. When you get it home you find that it is a black mobile phone. What rights does the law say you have?
4. You buy a coat from the internet. When it arrives you don't like the style. Are you legally entitled to return it for a refund?
5. How many days do you have to return an item you have bought on the internet?
6. If you have problems with something you have bought or a service in your home, which 'CACS' should you call for free advice.
7. When you return something to a shop, what 'R' should you take with you to prove where you bought the item.
8. You see a DVD of a film that's currently showing at the cinema for only £2. Why shouldn't you buy it?
9. A person knocks at your door and sells you some books for £50. When he has gone you change your mind and want a refund. The law says you can get a refund if you spend over how much?
10. If you return an unwanted item, some shops will give you what 'C' note?



# ACTIVITY 3

## SHOPPER'S RIGHTS

Name: \_\_\_\_\_

Question	Answer
Question 1	
Question 2	
Question 3	
Question 4	
Question 5	
Question 6	
Question 7	
Question 8	
Question 9	
Question 10	