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Article

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Title: Things you should know when buying your Christmas presents

'The last thing families want, when buying and giving Christmas presents, is to be ripped-off, caught in a scam or sold something defective' says Ann Corrigan, partner at Phillips Solicitors, 'so when you go present shopping, here are some tips that may help to keep the stress levels down':

- Always keep the receipts just in case the gift needs to go back
- Check that presents are in working order, especially if they are for children, because faulty goods should always be returned as soon as possible after purchase
- Check whether the retailer has a 'goodwill policy' before you buy. This means they may provide a 'no quibble' refund or credit note or allow you to exchange goods within a specified period, even if they are not faulty.
- Check whether the store will offer a gift receipt, excluding the price, so that you or the recipient can exchange the gift or seek a refund after Christmas.
- If you buy presents from a catalogue, or the internet, you have a 'cooling off' period during which you can cancel your order without any reason and have a full refund, normally seven working days from the day after you receive the goods.
- If the goods are not of satisfactory quality, fit for their purpose or 'as described', the Sale of Goods and Supply of Services Act says that you have a right to return them and get your money back, provided you inform the shop you want to return the goods within a reasonable time. You are not obliged to accept a credit note, vouchers or the offer of a repair if goods are faulty or 'misdescribed' and they are returned within a reasonable time.

'If you need to complain', says Ann 'go back to the seller, with proof of purchase, keep calm and be sure of your facts. If you are not satisfied, write a letter of complaint to the company's head office and, don't forget, you can always seek legal advice'.

Call Ann on 01256 854630. Visit our website at www.phillips-law.co.uk