

Changing your mind about goods you have bought

In a shop

Simply changing your mind about goods you have bought in a shop does not give you an automatic right to a refund. Some shops will have their own returns policies but do not confuse these with your 'statutory rights' i.e. what the law says you are entitled to. When buying goods or services in a shop you are only entitled to a refund if the goods are not of satisfactory quality, not fit for purpose or not as described. Check the item fits and suits the purpose you are buying it for. Ask the shop about their refund policy before you buy the item.

Online, over the phone, mail order

When you buy at a distance (when you buy something you haven't seen in person) you do have a cooling off period in which you can cancel and return the goods because you have changed your mind. You usually get a 14 day 'cooling-off period which starts the day after you receive the order.

It is important that you know the dates you bought the item, when you received it and the date you return the item. Make sure you check the returns policy, return the items within the time given and get proof of postage.

Read the Citizens Advice consumer page 'Changing your mind about something you've bought' for more detailed information.

www.citizensadvice.org.uk/consumer/changed-your-mind/changing-your-mind-about-something-youve-bought/

Get advice from the Citizens Advice consumer helpline: 03454 04 05 06 Welsh-speaking adviser: 03454 04 05 05