

Got less than you bargained for?

If something has gone wrong with a purchase you might be entitled to a refund, repair or replacement.

You'll have legal rights if the item you bought is:

- ✔ broken or damaged
- ✔ unusable
- ✔ not what was advertised or doesn't match the seller's description

We know sometimes things still go wrong, even if you do everything right, and if they do we're here to help.

Visit

citizensadvice.org.uk/consumer for more support

