

LESSON 4: ACTIVITY 2

Teacher Resource Sheet: Comparing your rights

SARAH

Sarah bought a dress in a shop, she tried it on and was happy with her purchase. It was only when she got home she realised the shape didn't suit her and now she wants to return the dress.

What rights does Sarah have?

Sarah changed her mind about the dress when she got it home. She does not have any rights under consumer law.

Some shops will accept returns and give an exchange or refund within a certain amount of time after the purchase. This is shop policy and a gesture of goodwill and not a legal requirement. Other shops may only give a refund in the form of a credit note or gift voucher for the shop, rather than giving the money back.

If the shop is happy to take back the dress, in the case of changing your mind, then Sarah must keep the dress safe and clean, and return it with all the original labels, tags and packaging.

Sarah should go back to the shop and see if they have a shop policy on returns.

MARIE

Marie bought a dress online from an EU based company, she checked the size guide and was happy with her choice. The dress was delivered and it was too small for her and now she wants to return the dress.

What rights does Marie have?

Marie bought her dress online from an EU based company. If it is up to 14 calendar days since she received the purchase, Marie is covered under the Consumer Rights Act by the cooling-off period and can return her dress and get a refund.

Because she ordered the wrong size this is the same as if she changed her mind so she may have to pay the cost of returning the dress herself – she should check the website where she bought the dress for this information.