

*Thank you for contacting  
Liverpool Trading Standards  
consumer advice service*

This **CONSUMER ACTION PACK** contains all the practical and legal advice you should need to solve your problem. Your fair trading officer has considered your problem and included a range of material to meet your needs. Please follow all the instructions carefully and good luck.

## **HOW TO USE THE CONSUMER ACTION PACK**

Read the **ORANGE  
WHAT THE LAW SAYS** leaflet.

Use the **YELLOW CHECK OUT YOUR RIGHTS** leaflet to see what you can claim.

Follow the **GREEN HOW TO SOLVE YOUR  
PROBLEMS** leaflet(s) step by step.

Check the **PINK BOUGHT ON CREDIT** leaflet if you used credit cards or HP.

Use the **BLUE IS THE TRADER RIGHT?** leaflet to check any answers given by the trader.