

10 Points to Remember

- 1 Follow **carefully** the instructions in **HOW TO USE THE CONSUMER ACTION PACK**
- 2 Make sure you have a proper claim **before** you start complaining
- 3 Contact the trader **you bought** from as soon as possible
- 4 It is always **this** trader who must sort out your problem
- 5 Always stay **calm** and be **fair** but be **firm** and stay **determined**
- 6 Tell the trader **all** the story not just the parts which help your claim
- 7 If your problem is still not solved it is **only** a court that can order the trader to do something
- 8 Court should only be used as a **last resort**
- 9 This **CONSUMER ACTION PACK** will help when you have problems with a **trader**
- 10 You have less rights if you buy from a person who is **not** a trader