

HOW TO SOLVE YOUR PROBLEMS Using Guarantees

If you have bought faulty goods or had shoddy work done and have a guarantee or warranty, you may be able to solve your problem by dealing with the company who issued it.

It may be better to follow this course of action if:

- The retailer has gone out of business or has refused to sort out your problem.
- You did not pay for the work which was carried out. For example, a dampcourse installed in your house for the previous owner.

Types of guarantees and warranties:

- A **guarantee** or **warranty** from the manufacturer with the goods may enable you to claim a free repair or replacement within a set time.
- An **extended warranty** may entitle you to reclaim the cost of repairs for a longer period of time.
- If you have had home improvement work done such as dampcoursing, you will probably have a **long term guarantee** which may cover you against faulty materials or work for up to 30 years. However, this is only useful if the trader is still in business or the guarantee is backed by valid insurance.

If you have a guarantee or warranty, read it carefully to make sure that:

- You fully understand it.
 - It covers your problem.
 - You're still in time.
 - It offers an acceptable solution.
 - You're willing to pay any extra costs involved.
- You may need to prove that the fault has been caused by something covered by the guarantee or warranty.
 - You may have to pay for any repair work yourself and then claim the money back from the company who issued the guarantee or warranty.
 - If you are worried about this or if the cost of the repair is high you should **write** to the company. Do this before you have any work done to check that they will pay you back.

IMPORTANT

- You may still have your normal rights against the supplier.
- A **free** guarantee or warranty offered by a manufacturer or trader is legally binding. It should be written in English and must be made available for viewing on request. It must also state that it does not affect your legal rights.