

## WHAT THE LAW SAYS When You Buy Services

**If you ask a trader to carry out a service for you - repair a TV, fit a carpet, dry clean your clothes, fit double glazing - the law says that it must be done:**

- **WITH REASONABLE CARE AND SKILL**  
This means that the work must be carried out properly and to a satisfactory standard. For example, if you have new windows fitted they should not start leaking because they were fitted incorrectly.
- **WITHIN A REASONABLE TIME**  
This means that the work must not take an excessive amount of time. If you agreed a set time with the trader, the job should not take longer than this.
- **FOR A REASONABLE CHARGE**  
This means that the trader must not charge an excessive amount for the work done. If you agreed a fixed price beforehand, **the trader** can't charge more than this price and **you** can't complain later if you find you could have paid less elsewhere. It is your responsibility to shop around for the best price for the job.

**You may have been given either an estimate or a quotation:**

An **estimate** can go up or even down but should not change greatly from the original price given.

A **quotation** is a fixed price for an agreed job and cannot change at all.

**The law also says that if GOODS are supplied:**

- 👉 **as part of a service** - for example, new tiles fitted to a roof, an exhaust fitted to a car; **or**
- 👉 **on hire** - for example, a dress for a wedding, or a car for a weekend break;

**they must be:**

- 👉 **OF SATISFACTORY QUALITY**
- 👉 **FIT FOR THEIR PURPOSE**
- 👉 **AS DESCRIBED**

See the other orange leaflet **WHAT THE LAW SAYS When You Buy Goods.**

## **IMPORTANT**

- If the trader is negligent and damages your goods or property, you can claim **compensation.**
- If the trader you dealt with sub-contracted the work to somebody else, your rights are still against the **first** trader.
- **No** notices or small print can take away your rights.