
Consumer Rights Training for Retailers - DIGITAL CONTENT

For more information, visit our [Consumer Rights Training for Retailers - DIGITAL CONTENT](#) webpage.

COURSE CONTENTS

This training course is broken down into 4 sections

- 1 Background
- 2 Customer Rights Act
- 3 Terms and Conditions
- 4 Disputes

LEARNING OUTCOMES

- ✓ Understand who the Consumer Rights Act apply to
- ✓ Know how to resolve any disputes
- ✓ Understand what liability you have regarding digital content

ABOUT THIS COURSE

Online resources provide a lot of information for consumers. This includes their rights as customers and the procedures they can follow if they're unsatisfied with digital content they have purchased.

THIS course has been written for the RETAILER. It's been created for anyone who sells any type of digital content to the public.

It clearly states a **customer's rights** in the eyes of the law, and it provides practical guidance on how to deal with **customer complaints**. It also explains how retailers can make sure their **digital content meets legal standards**.

Anyone that sells digital content should have a **thorough understanding of consumer rights**. Our consumer rights for retailers course looks into **The Consumer Rights Act 2015** in detail, as well as looking into terms & conditions and **how to deal with customer disputes effectively**.

Selling goods or services? Take a look at our [Consumer Rights Training for Goods](#) & [Consumer Rights Training for Services](#).