



Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013

These regulations relate to the sale of goods, services or digital content at a distance, such as by mail order, online, or sales made away from your premises, such as in a customer's home. They give customers a 14-day 'cooling-off' period during which they can cancel the contract without penalty. They also require you to give customers key information in advance, before any sale is made, either off or on your business premises. This is to stop you making hidden charges or adding charges without the customer's consent.

Misrepresentation

A misrepresentation is when, either you, your employee, or agent, makes a false statement of fact to entice a customer into a contract with you. It doesn't matter whether you did it deliberately, by accident or innocently. If it's false, then the customer is entitled to cancel the contract, or get a refund or compensation.

Consumer Protection from Unfair Trading Regulations 2008

These regulations mean that, if you've used misleading or aggressive selling techniques, the customer could be entitled to claim either compensation, a reduction in price, or cancel the contract altogether. So to protect yourself, don't do it!

Consumer Protection Act 1987 (Part 1)

This law means a person can claim compensation if they're injured by a defective product. Depending on the circumstances, the claim can be made against anyone in the supply chain - from manufacturer, to importer, to trader. It also allows for compensation claims for damage to personal property.

Contracts (Rights of Third Parties) Act 1999

If someone buys a present for a friend and it turns out to be faulty, this law means that either the buyer or the recipient can make a claim, as long as it was made clear that it was a gift when it was bought. You can use contract terms to exclude the rights of third parties, but it's usually easier for you to deal directly with the recipient. It also makes for a much better customer experience, which is good for business.

The Enterprise Act 2002 - Penalties

It pays to make sure you stay within the law when doing business. If you don't, the Enterprise Act 2002 means enforcement bodies, such as Trading Standards, could seek a court order against you to force you to comply. If you still don't, and you're convicted, you could get an unlimited fine and up to two years' imprisonment.