



Faulty goods

When you've bought goods and they don't work, break too easily or don't do what you expected them to do you may be covered by the Consumer Guarantees Act.

The Consumer Guarantees Act

The Consumer Guarantees Act sets out guarantees that goods and services must meet when sold by someone in trade and remedies if a guarantee is not met.

[Find out more about the guarantees for goods.](#)

If a guarantee is not met you may have rights against the trader (or in some cases the manufacturer) for a remedy to put the problem right.

[Got a problem with goods?](#)

The Consumer Guarantees Act covers all goods normally bought for personal or household use.

Goods not covered by the Consumer Guarantees Act

You are not covered by the Consumer Guarantees Act when you buy by auction or competitive tender, or privately.

[Find out your rights with auctions.](#)

[Find out your rights with internet auctions.](#)

[Find out your rights when buying privately.](#)

The Consumer Guarantees Act doesn't cover goods or services that are normally bought for business use, for example, commercial goods such as farming machinery.

[Find out what protections apply when buying commercial goods.](#)