



Got a problem with services?

If you receive a service that fails to meet one of these guarantees for services you have the following rights:

Right to repair

You can ask the person who did the job to fix it at no cost to you. If they refuse or take more than a reasonable time to fix it you can either:

- get someone else to fix it and claim the cost from the supplier
- cancel the contract for service and refuse to pay for the work done.

If you have already paid the service provider you may be able to get some or all of your money back. The amount you can ask for will depend on whether some of the service provided was satisfactory.

Right to cancel for serious problems

You can cancel the contract for the service and refuse to pay for the work done or pay less than the agreed price. If you have already paid you may be able to get some or all of your money back.

Have the price reduced to make up for the drop in value of the service - this may mean asking for some of your money back if you have already paid.

Consequential loss

If the work has caused damage to other property, you can claim compensation for that damage (this is called consequential loss).

Failure outside service provider's control

A service provider will not be responsible if a guarantee has been breached as a result of an event outside of his or her control.

Example: it takes a reasonable painter three weeks to complete a house painting job, but your painter has now taken four weeks. The sole reason for the delay has been the weather which is outside the painter's control.

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