



## Unsatisfactory services

When you have asked for a service and it is poorly done, taking far too long, or isn't working how you had expected you may be covered by the Consumer Guarantees Act.

The Consumer Guarantees Act sets out:

- guarantees that services must meet when sold by someone in trade
- remedies if a guarantee is not met.

[Find out what the guarantees are for services.](#)

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 services?](#)

The Consumer Guarantees Act applies to all goods and services normally bought for personal or household use.