

## **Returning a faulty Christmas gift**

Whatever time of year – be it Christmas or summer – the goods you buy must be of satisfactory quality (not faulty). If not, you're entitled to your money back if you're quick. If you aren't quick you could be offered a repair or replacement instead to put things right. The shop will usually want to see the receipt to prove that it was bought at that store. It is the purchaser of the gift who has the right to return the goods. However, if you've got the receipt the shop might be flexible and let you get a replacement without involving the purchaser. It might be worth calling the customer services department of the store first, to check if they will swap the present, even though you did not buy it.

### **Tip**

When buying something as a present, always ask the store for a gift receipt!

For more information about your consumer rights, go to the Citizens Advice website [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

CAB adviceline 08 444 111 444 or 0300 3300 650(mobile)

Your local CAB is in Market Square, Thame