

If a company stops trading or goes out of business

There is the possibility that when a company goes out of business or stops trading you could end up without the item or service you've paid for or unfinished work.

There are several ways you can try to get your money back but there is no guarantee you'll get what you paid for. Contact the company to find out what is happening, explain your situation and ask for the item or a refund.

You should contact the Citizens Advice consumer service as soon as possible to discuss your case and what you'll need to do.

Gift vouchers

Gift vouchers can be a great gift idea to give the recipient the choice to buy something they want or like.

However it is important you check how long the voucher is valid for and make sure you tell the recipient. Try to use them sooner rather than later as if the business stops trading or goes out of business you might not be able to use the voucher. Ask the business if they will accept the voucher, if not, the person that bought the gift voucher, will have to make a claim in writing to the administrators dealing with the company. The person that bought the voucher could make a claim under section 75 of the Consumer Credit Act if the voucher was over £100. If less they can use charge back through their debit or credit card provider.

For more information look read Citizens Advice consumer page 'If a company stops trading or goes out of business.'

www.citizensadvice.org.uk/consumer/somethings-gone-wrong-with-a-purchase/if-a-company-stops-trading-or-goes-out-of-business/

Get advice from the Citizens Advice consumer helpline: 03454 04 05 06 Welsh-speaking adviser: 03454 04 05 05