

Pressured or misled into buying something you didn't want

There can, unfortunately, be times where you can feel you have been pressured or misled into buying something that you don't want or need.

In these cases you have a legal right to a refund, it doesn't matter whether you bought the item or service in a shop, over the phone at your home, you will still have this right.

Examples of this can be:

- Salesperson in your home refusing to leave until you agree to make a purchase
- Intimidation - worrying you into making a purchase
- False claims - rogue traders claiming your roof needs retiling as the tiles are dangerous and could fall and hurt someone.
- Making claims about the quality or ability of the product that are untrue

If you've been tricked into buying something by a fraudulent seller you've probably been scammed.

If you want to find out if you are entitled to a refund or want to report a trader for misleading or aggressive practices to Trading Standards it's important that you contact Citizens Advice consumer service. You can explain what has happened and get advice on what you'll need to do.

Read the Citizens Advice consumer pages 'If you were misled or pressured into buying something you didn't want.'

www.citizensadvice.org.uk/consumer/changed-your-mind/if-you-were-misled-or-pressured-into-buying-something-you-didnt-want/

Get advice from the Citizens Advice consumer helpline: 03454 04 05 06

Welsh-speaking adviser: 03454 04 05 05