

My new washing machine has broken and the shop refuses to give me a new one. What can I do?

If you buy goods from a trader and they are not of satisfactory quality, fit for purpose or don't match their description, the trader will probably have to put things right. It is the trader who is responsible for this, and not the manufacturer. If a trader tells you the manufacturer is responsible, or that you have to make a claim on a manufacturers' guarantee, you do not have to accept this.

Depending on the circumstances, you may have one or more of the following rights:

- to get all of your money back
- to get some of your money back
- to get the goods repaired
- to get the goods replaced
- to get compensation.

You will not have these rights if:

- there is nothing wrong with the goods – you have changed your mind about wanting them
- you examined the goods, or a sample of the goods, when you were buying them, and the fault you want to complain about was so obvious that you should have noticed it
- the trader pointed out the defect that you now want to complain about
- you have damaged the goods yourself
- the problem is the result of normal wear and tear
- the goods have lasted for as long as could reasonably be expected.

In some situations, you only have limited rights when things go wrong with your goods. These include where you have bought them:

- from a private individual – Control & click on [Buying goods from a private seller](#)
- at some auctions – click on [Auctions](#)
- in the course of carrying out a business – go to [Business to business sales](#)
- where goods have been given to you - click [The goods were a gift](#).

Getting a full refund

If things go wrong with goods you have bought, you have the right to return them and get all your money back (a full refund). However, this right only lasts for a very short time after you buy the goods. You are allowed a short time to examine the goods and try them out, but you must tell the trader about the fault as soon as you discover it. It will be up to you to prove that there is something wrong with the goods if the trader doesn't accept this.

You will not be able to get a full refund if you have:

- continued to use the goods after you realised something was wrong
- tried to repair the goods in any way
- kept the goods for too long without telling the trader there is something wrong with them, or noticing the fault.

If you aren't entitled to a full refund for one of these reasons, you may be entitled to get some of your money back, or to a repair or replacement instead.

If you think you are entitled to a full refund but the trader offers you one of these alternatives instead, you may want to think about accepting it, but you don't have to. To find out what you can do if a trader refuses to offer you what you're entitled to, see under heading [How to deal with problems with goods](#).

Further help

Citizens Advice Bureaux give free, confidential, impartial and independent advice to help you solve problems. Contact **Citizens Advice Islington** for further help on **0844 856 3537**.