



# HYNDBURN

The place to be  
an excellent council

## ACCRINGTON MARKET Shoppers Charter

Thank you for shopping at Accrington Market.

Hyndburn Borough Council and the market traders wish to ensure that you enjoy the experience of Market shopping. We hope that you will find the stallholders courteous and helpful and that the wide choice and variety of goods and services on offer represent good value.

It is our intention that you will not have any problems with your purchases, but should any problem arise the law entitles you to certain protection when shopping in Accrington Market.

- Goods sold as new must not be faulty and must work satisfactorily.
- Goods must be safe and fit for the purpose for which they were purchased.
- Goods must be as described either verbally or on the label or packaging or otherwise.
- Services must be as described and carried out in a proper manner with the provider using reasonable skill and care and carried out within a reasonable time and at a reasonable price.
- When buying second hand goods you have the same rights as when buying new goods, however, you must allow for the fact that second hand goods will not be of the same quality as new.

However, you are not legally entitled to compensation or redress if;

- You have simply changed your mind over the colour, style, size etc. of the article, seen a cheaper product elsewhere or have no further use for the goods.
- The goods contained defects which were made known to you at the time of purchase or as described by a notice.
- The goods have been mistreated or used for a purpose for which they were not intended.

If you are not satisfied with the goods or services you have received from any trader whilst shopping at Accrington Market, you should follow these procedures;

1. Approach the stall holder concerned, taking with you any receipts and explain the problem calmly and quietly. In most cases the problem is usually satisfactorily resolved at this stage.
2. If you cannot remember the stall location or cannot reach an agreement with the stallholder please contact the Markets office situated on the market site or telephone 01254 233816 and a member of the market staff will be pleased to assist you.

If you do not wish to follow this advice, you may of course seek your own independent advice, the Accrington Citizens Advice Bureau is on Paradise Street (Telephone 01254 394210). However, free advice on any consumer related matter is available from Lancashire County Council Trading Standards Office, 55 Guildhall Street, Preston. Telephone 01772 263569.