



TIVERTON MARKET SHOPPER CHARTER



Mid Devon District Council and the Market Traders wish to ensure that you enjoy the experience of Market shopping. We hope that you will find the Traders 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 problems with your purchases, but should any problem arise the law entitles you to protection when shopping at our Market:

- Goods sold as new must not be faulty and must work satisfactorily (Remember: it is up to you as the customer to prove that the product is faulty and not due to accidental damage or misuse).
- 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, care and carried out within a reasonable time and at a reasonable price.

Usually products can be returned or exchanged up to 30 days from purchase date. However, some products (such as electrical cables) will have shorter timeframes. If you are unsure, always check with the trader before purchasing.

However, you are NOT legally entitled to compensation or redress if:

- You have simply changed your mind over the colour, style, size of the article, seen a cheaper product elsewhere, or have no further use for the goods.
- Damaged goods, 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 a Market, you should follow these procedures:

- Approach the Trader concerned, taking with you any receipts, and explain the problem quietly and calmly. In most instances the problem is usually satisfactorily resolved at this stage.
- If you cannot reach an agreement with the Trader please contact the Market Management Team on 01884 243351.