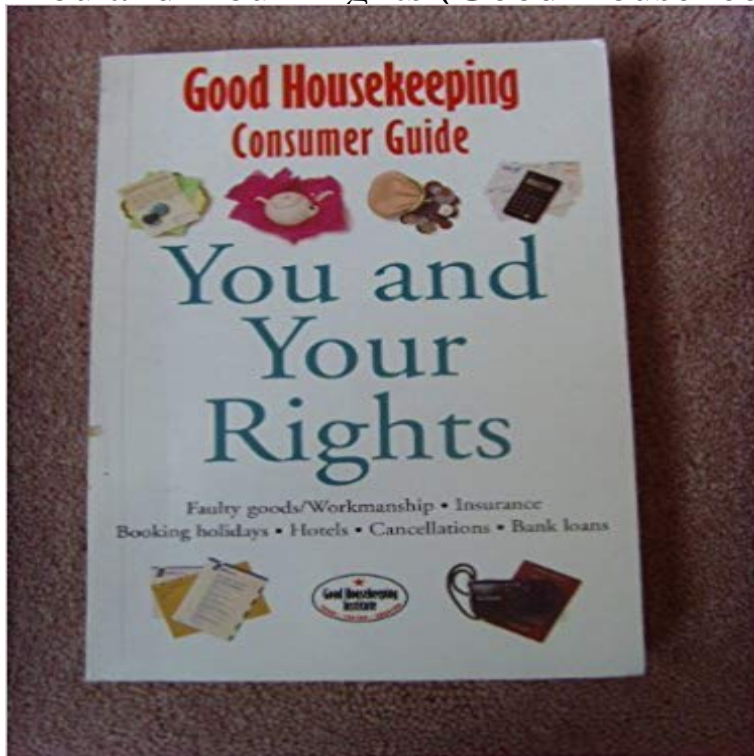


You and Your Rights (Good Housekeeping Consumer Guides)



Surveys have shown that as many as one in ten purchases turn out to be faulty - from mouldy food to badly made clothes. When this happens we get angry and feel frustrated but very often don't know where to complain or even if it's worth complaining at all. This guide tells exactly what to do in these situations by pointing out the basic rights we have under the law. The book explains what we should do about faulty goods, when goods are not delivered or when we want to exchange something. It also gives essential information concerning travel and entertainment - how to prevent holiday disasters, including things to look out for when booking a holiday, insurance, what to expect from a hotel and how and when to complain in a restaurant.

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