

Video summary - Your rights when buying a car

When you buy a car from a car dealer or an online car dealer (also known as traders), the car must be:

- of satisfactory quality, eg the windscreen should not be chipped
- fit for purpose, eg if you ask for a car that can tow a caravan it should be able to
- as described, eg the car should match its description given in conversation or in an advert

If a car doesn't meet any of these points, it is faulty and you will usually have the right to a:

- repair
- replacement
- refund

If you buy a car from a trader online or over the phone, you also have the right to a 'cooling off' period. This gives you seven working days after the car has been delivered to cancel your order for any reason and get your money back.

If you buy a car from a private seller or at a car auction for traders, you have fewer rights. The car only has to:

- match the description given by the seller
- be theirs to sell, eg the car isn't stolen or owned by a finance company because the car loan hasn't been paid off

Before you buy a car, you should carry out checks to reduce the risk of it being faulty or stolen.

Don't get caught out – get any agreements in writing, ask questions and know your legal rights. For further information go to www.direct.gov.uk/consumercar or contact Consumer Direct on 08454 04 05 06.