

# V-Learning Consumer Rights Act - Part 1

**Session Date & Time:** Thursday 14<sup>th</sup> October 2021  
10.00 to 12.00

**Objectives:** To give you an understanding of consumer's rights and remedies when buy goods, services or digital content

**Tutor:** Peter Stonely

Peter has extensive experience of training Trading Standards and businesses on the Act. He is a joint Lead Officer for Civil Law for the Chartered Trading Standards Institute.

## **Programme:**

The session will cover the following areas:

- Consumer's right when buying goods
- Consumer's remedies when goods don't conform
- The status of guarantees and warranties
- Consumer's rights & remedies when buying digital content
- Consumer's rights & remedies when buying services
- Passing of risk and delivery times

You will be encouraged to ask questions throughout the session and you are also welcome to submit these in advance.

**CPD Hours:** 2 hours

## Who should attend?

V-Learning gives us an opportunity to take a quick look at the Consumer Rights Act, from both a consumer and business perspective. The course will be suitable for trading standards and business delegates.

**Fee & Booking:** £50 plus VAT per delegate

Use our [V-Learning booking form](#)

## What is V-Learning?

V-Learning gives you access to some of the UK's top experts in their subject areas. The session will be delivered using Microsoft Teams, so you will be able to see, hear and interact with the presenter.

No travelling costs and a real practical focus on the law makes this training incredible value for the individual learner and their employer. By limiting numbers we can allow you time to ask questions, both in advance and during the training.

## What our customers say about Peter's training

*I found this a good refresher of the remedies available. It is great for a refresher.*

*I enjoyed that Peter stopped after sections to discuss rather than wait till the end. I felt it gave a chance for attendees to comment easier.*

*What did you like: The flowchart "non-conformance with core rights?". Also the use of real life scenarios.*

*The slides were good to back up to the explanations*

Check on our website [www.stonelytraining.co.uk](http://www.stonelytraining.co.uk) for the full V-Learning programme.