



Consumer Rights: The things you need to know

Why is it important?

All businesses in the UK with consumer-facing services (including the sale of goods) must comply with consumer rights laws.

The biggest change in consumer law in decades came into force on 1 October 2015. The Consumer Rights Act ('CRA') and associated legislation streamlines existing law and introduces key changes to bolster the rights and remedies available to consumers in business-to-consumer contracts.

The CRA applies to businesses who supply consumers with goods, services or digital content. It introduces a wider definition of a consumer, meaning more people will qualify for protection under the new law. The CRA also provides new, tiered remedies when goods, services or digital content fail to meet the required legal standard.

Even if you are not involved in business-to-consumer contracts directly, you should be aware of the changes, as the businesses you contract with may be consumer-facing and therefore the CRA may still affect your processes and the way your business-to-business contracts are negotiated.

Now is the time to ensure your business practices are compliant with the new provisions.

How can Michelmores help?

We can provide a two-hour, comprehensive, customised and practical training session on consumer rights generally and, more specifically, the changes being implemented by the Consumer Rights Act 2015.

The training can be pitched at a level and place to suit your individual needs. The training can cover, for example:

- Key terms and concepts
- The key sale of goods principles The key sale of digital content principles
- The key supply of services principles
- The key 'unfair terms and conditions' principles
- Sanctions
- Steps to take internally to avoid falling foul of the Consumer Rights Act 2015

Given that consumer rights can affect many areas of your business, the training may be useful to several departments in an organisation, for example:

- Marketing teams
- Customer services teams
- Sales and customer-facing staff
- Senior management

Commercial training providers may quote considerable fees for consumer rights training on a per delegate basis. Clearly, where you have several attendees this can be expensive. We can provide tailored, in-depth training at a lower one-off cost.

TOP
100
LAW FIRM

£30m
turnover 2014/15

450
employees

founded in
1887

62
partners

3 offices
BRISTOL EXETER
LONDON



The Trainers



Noor Al Naeme
Solicitor (qualified in Scotland)
Technology, Media and Communications/Intellectual Property

Noor joined Michelmores as a Solicitor (qualified in Scotland) in 2014. Noor successfully completed her traineeship at Thorntons Law LLP in 2014, one of the largest full service law firms in Scotland.

Noor is actively involved in advising and training on consumer law and has experience in commercial contracts, intellectual property and technology law. She is also a fluent Arabic speaker and has recently written a number of articles on the Consumer Rights Act which can be accessed [here](#).



Freya Lemon
Solicitor
Corporate and Commercial

Freya joined Michelmores as a Solicitor in 2014. Prior to joining Michelmores Freya trained in-house with Cornwall Council, one of the country's largest unitary authorities, after having previously achieved a First Class Degree in law.

Freya regularly drafts, reviews and advises on commercial contracts and has extensive knowledge of consumer-facing terms and conditions.

Interested in booking a session or finding out more information?

Please contact Sarah Laughton, Marketing & BD Executive
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Get in touch

www.michelmores.com