

## **SHOPPERS CHARTER OPEN RETAIL MARKETS**

Thank you for shopping at Glasgow City Council's Open Retail Markets. Glasgow City Council and the market traders wish to ensure that you enjoy the experience of market shopping. We hope that you will find the stallholders courteous and helpful and that the wide variety of goods and services on offer represent good value. It is our intention that you will not have any problems with your purchases, but should any problem arise the law entitles you to certain protection when shopping at Glasgow City Council's Open Retail Markets.

When purchasing goods or services at the Market, please note the number of the stall from which you have made your purchase. Stall numbers will be displayed at the front of each stall.

- Goods sold as new must not be faulty and must work satisfactorily.
- Goods must be safe and fit for the purpose for which they were purchased.
- Goods must be described either verbally or on the label or packaging or otherwise.
- Services must be described and carried out in a proper manner with the provider using reasonable skill and care and carried out within a reasonable time and at a reasonable price.

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

- You have simply changed your mind over the colour, style, size etc of the article, seen a cheaper product elsewhere or have no further use for the goods.
- The goods contained defects 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 Glasgow City Council's Open Retail Markets you should follow these procedures:

Approach the stallholder concerned, taking with you any receipts and explain the problem quietly and calmly. In most circumstances the problem is usually satisfactorily resolved at this stage.

If you cannot remember the stall location or cannot reach an agreement with the stallholder please contact the Markets Office situated on the market site or telephone 0141-287-2500 and a member of the market staff will be pleased to assist you.

If you do not wish to follow this advice, you may of course seek your own independent professional advice. However free advice on any consumer related matter is available from:

Glasgow City Council Trading Standards Office  
231 George Street  
Glasgow  
G1 1RX.

Phone: 0141 287 6681