Consumer Rights Act 2015

2015 CHAPTER 15

PART 1

CONSUMER CONTRACTS FOR GOODS, DIGITAL CONTENT AND SERVICES

CHAPTER 2

GOODS

Other rules about remedies under goods contracts

25 Delivery of wrong quantity

(1) Where the trader delivers to the consumer a quantity of goods less than the trader contracted to supply, the consumer may reject them, but if the consumer accepts them the consumer must pay for them at the contract rate.

(2) Where the trader delivers to the consumer a quantity of goods larger than the trader contracted to supply, the consumer may accept the goods included in the contract and reject the rest, or may reject all of the goods.

(3) Where the trader delivers to the consumer a quantity of goods larger than the trader contracted to supply and the consumer accepts all of the goods delivered, the consumer must pay for them at the contract rate.

(4) Where the consumer is entitled to reject goods under this section, any entitlement for the consumer to treat the contract as at an end depends on the terms of the contract and the circumstances of the case.

(5) The consumer rejects goods under this section by indicating to the trader that the consumer is rejecting the goods.

(6) The indication may be something the consumer says or does, but it must be clear enough to be understood by the trader.

Changes to legislation: *Consumer Rights Act 2015, Section 25 is up to date with all changes known to be in force on or before 23 July 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes*

(7) Subsections (1) to (3) do not prevent the consumer claiming damages, where it is open to the consumer to do so.

(8) This section is subject to any usage of trade, special agreement, or course of dealing between the parties.

Commencement Information

I1 S. 25 in force at 1.10.2015 by S.I. 2015/1630, **art. 3(a)** (with art. 6(1))

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View outstanding changes

Changes and effects yet to be applied to :

- specified provision(s) amendment to earlier commencing SI 2015/1630, art. 4, 6 by S.I. 2016/484 art. 2

Changes and effects yet to be applied to the whole Act associated Parts and Chapters:
Whole provisions yet to be inserted into this Act (including any effects on those provisions):

- s. 12(2A) inserted by 2024 c. 13 s. 278(3)(a)
- s. 37(2A) inserted by 2024 c. 13 s. 278(5)(a)
- s. 93(2A) inserted by 2024 c. 13 s. 216(2)(a)
- Sch. 5 para. 17A inserted by 2024 c. 13 Sch. 17 para. 3
- Sch. 5 para. 17B inserted by 2024 c. 13 Sch. 17 para. 4
- Sch. 5 para. 20(7)(8) inserted by 2024 c. 13 Sch. 18 para. 11(9)(h)
- Sch. 5 para. 20A inserted by 2024 c. 13 Sch. 18 para. 11(10)
- Sch. 10 para. 6(7A) inserted by 2024 c. 13 s. 216(4)(d)