



Consumer Rights Act 2015

2015 CHAPTER 15

PART 1

CONSUMER CONTRACTS FOR GOODS, DIGITAL CONTENT AND SERVICES

CHAPTER 4

SERVICES

What statutory rights are there under a services contract?

50 Information about the trader or service to be binding

- (1) Every contract to supply a service is to be treated as including as a term of the contract anything that is said or written to the consumer, by or on behalf of the trader, about the trader or the service, if—
 - (a) it is taken into account by the consumer when deciding to enter into the contract, or
 - (b) it is taken into account by the consumer when making any decision about the service after entering into the contract.
- (2) Anything taken into account by the consumer as mentioned in subsection (1)(a) or (b) is subject to—
 - (a) anything that qualified it and was said or written to the consumer by the trader on the same occasion, and
 - (b) any change to it that has been expressly agreed between the consumer and the trader (before entering into the contract or later).
- (3) Without prejudice to subsection (1), any information provided by the trader in accordance with regulation 9, 10 or 13 of the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (SI 2013/3134) is to be treated as included as a term of the contract.

Changes to legislation: There are currently no known outstanding effects for the Consumer Rights Act 2015, Section 50. (See end of Document for details)

- (4) A change to any of the information mentioned in subsection (3), made before entering into the contract or later, is not effective unless expressly agreed between the consumer and the trader.
- (5) See section 54 for a consumer's rights if the trader is in breach of a term that this section requires to be treated as included in a contract.

Commencement Information

- I1** S. 50 in force at 1.10.2015 for specified purposes by [S.I. 2015/1630](#), **art. 3(c)** (with [art. 6\(1\)](#))
- I2** S. 50 in force at 1.10.2016 in so far as not already in force by [S.I. 2015/1630](#), **art. 4(b)** (with [art. 6\(2\)](#)) (as amended by [S.I. 2016/484](#), art. 2)

Changes to legislation:

There are currently no known outstanding effects for the Consumer Rights Act 2015, Section 50.