

I wanted it in blue
I wanted to pay less
It doesn't quite fit me
Why have I bought it?



It's your call!
Make business compete
for your money.

OFFICE OF FAIR TRADING

Ten tips to help you get the most for your money

Whether you're buying a big appliance like a fridge or having work done on your home, make sure that business competes for your money by following these top ten tips.

Remember – it's *your* call!

4. Shop around and do your homework before you buy. Always get more than one price.
5. Ask yourself what's the most important thing to you – is it quality, service or price? Are you prepared to pay extra for a better after sales service, do you need a top quality item?
6. If you're unhappy with the service or the goods you've bought – complain. If you don't the supplier will think that what they've sold you is OK and they won't know that it isn't acceptable in future.
7. Don't be afraid to tell a supplier that you've got a better offer elsewhere.

Remember – once you've accepted an offer from a supplier, you should honour the agreement as long as they keep to their side of the deal.

8. Ask if the supplier is prepared to add anything to get your business – such as batteries or free servicing.
9. Make sure you've taken account of additional costs like printer cartridges or servicing.
10. Remember businesses are competing for your money. If you don't ask, you don't get.

For more information look at the Office of Fair Trading website at www.offt.gov.uk or phone us on 0845 722 4499

1. Be assertive – ask for what you want – don't just accept what's offered. If you want a blue fridge or work to be completed by a certain date, then tell your supplier and get it in writing.
2. Negotiate on the deal you're offered – you can sometimes get a better deal even from high street shops.
3. Remember – trying to get the best price doesn't make you a cheapskate – don't be embarrassed about asking for a reduction – it's money in your pocket.

This information is available in other formats and languages on request. Please ring 0870 60 60 321 for details.

Published by the Office of Fair Trading
Printed in the UK on paper comprising
75% post-consumer waste and 25% ECF pulp
Product code OFT625
Edition 03/04 Reprinted 03/04/5,000
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