



Charter Market - Colchester

SHOPPERS CHARTER

The Market management and Stallholders have signed-up to this 'Shoppers Charter' to ensure Customers receive value for money and a courteous service. This is IN ADDITION TO Customers statutory rights under Trading Standards etc legislation. If you have any queries or complaints regarding the service you receive please follow the Complaints procedure below. Please note:

- The Market is a designated 'No Smoking' area.
- No goods may be offered for sale which are counterfeit, offensive or dangerous.
- Stallholders will accept guaranteed personal cheques and issue receipts if requested.
- Goods must be described, priced and sold as per Trading Standards requirements.
- All product handling and working practices must comply with Health & Safety risk assessments.
- The Market follows an Environmental policy intended to minimise and recycle waste.
- A Market Supervisor is on call to provide assistance.

STALLHOLDERS ARE REQUIRED TO BE:

- Courteous to Shoppers at all times.
- Display their business name and ownership upon their premises.
- Maintain a minimum £5 million insurance cover for Public and Products liability.
- Undertake food hygiene training and register with Colchester BC if they sell foodstuffs.
- Provide product skills and personal development training for their staff

COMPLAINTS PROCEDURE:

If you are dissatisfied with the service you have received:

- Return to the Stallholder and explain the problem. He or she will almost always be able to resolve it to your complete satisfaction. They have the option of offering you a full refund or replacement goods to the same value.
- If you are still not satisfied, contact the Market & Street Trading Manager at markets@colchester.gov.uk who will initiate a dispute resolution procedure with the stallholder.
- If you are still dissatisfied you can contact the Trading Standards Officer at Colchester Borough Council via customerservices@colchester.gov.uk

YOU ARE NOT ENTITLED TO REDRESS IF:

- You have changed your mind after purchasing the goods or seen the same product offered for sale at a lower price elsewhere or have no further use for the goods.
- You bought the goods subject to a defect which was indicated at the time of purchase.
- You damaged the goods by using them for a purpose other than that for which they were intended or for a purpose for which the vendor said they were unsuitable.
- You purchased the wrong goods by mistake.