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The best place for where to go for consumer help will depend on your circumstances. Step 3 - Take legal action. Consider getting independent legal advice about what options are available and suit your circumstances. Your local community legal centre, legal aid office, or your lawyer could give you some advice.

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So read the Consumer Rights guide first, then if things go wrong, this guide's here to show you how to push your complaint to the max. It includes free template letters for faulty goods, dodgy digital content and shoddy services, plus a new free online tool which helps draft your complaint and manage it too.

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If you think a business has breached your consumer rights, you can report the business to us. You should consider making a complaint directly to the business first, as the issue might be a simple misunderstanding, and you should give the business the opportunity ...

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Take your complaint to the management team if a salesperson didn't help, 3. Con-

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