



Consumer Rights Act 2015

2015 CHAPTER 15

PART 1

CONSUMER CONTRACTS FOR GOODS, DIGITAL CONTENT AND SERVICES

CHAPTER 1

INTRODUCTION

1 Where Part 1 applies

- (1) This Part applies where there is an agreement between a trader and a consumer for the trader to supply goods, digital content or services, if the agreement is a contract.
- (2) It applies whether the contract is written or oral or implied from the parties' conduct, or more than one of these combined.
- (3) Any of Chapters 2, 3 and 4 may apply to a contract—
 - (a) if it is a contract for the trader to supply goods, see Chapter 2;
 - (b) if it is a contract for the trader to supply digital content, see Chapter 3 (also, subsection (6));
 - (c) if it is a contract for the trader to supply a service, see Chapter 4 (also, subsection (6)).
- (4) In each case the Chapter applies even if the contract also covers something covered by another Chapter (a mixed contract).
- (5) Two or all three of those Chapters may apply to a mixed contract.
- (6) For provisions about particular mixed contracts, see—
 - (a) section 15 (goods and installation);
 - (b) section 16 (goods and digital content).

Changes to legislation: Consumer Rights Act 2015, CHAPTER 1 is up to date with all changes known to be in force on or before 26 August 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) For other provision applying to contracts to which this Part applies, see Part 2 (unfair terms).

Commencement Information

I1 S. 1 in force at 1.10.2015 by [S.I. 2015/1630](#), [art. 3\(a\)](#) (with [art. 6\(1\)](#))

2 Key definitions

- (1) These definitions apply in this Part (as well as the definitions in section 59).
- (2) “Trader” means a person acting for purposes relating to that person's trade, business, craft or profession, whether acting personally or through another person acting in the trader's name or on the trader's behalf.
- (3) “Consumer” means an individual acting for purposes that are wholly or mainly outside that individual's trade, business, craft or profession.
- (4) A trader claiming that an individual was not acting for purposes wholly or mainly outside the individual's trade, business, craft or profession must prove it.
- (5) For the purposes of Chapter 2, except to the extent mentioned in subsection (6), a person is not a consumer in relation to a sales contract if—
 - (a) the goods are second hand goods sold at public auction, and
 - (b) individuals have the opportunity of attending the sale in person.
- (6) A person is a consumer in relation to such a contract for the purposes of—
 - (a) sections 11(4) and (5), 12, 28 and 29, and
 - (b) the other provisions of Chapter 2 as they apply in relation to those sections.
- (7) “Business” includes the activities of any government department or local or public authority.
- (8) “Goods” means any tangible moveable items, but that includes water, gas and electricity if and only if they are put up for supply in a limited volume or set quantity.
- (9) “Digital content” means data which are produced and supplied in digital form.

Commencement Information

I2 S. 2 in force at 1.10.2015 by [S.I. 2015/1630](#), [art. 3\(a\)](#) (with [art. 6\(1\)](#))

Changes to legislation:

Consumer Rights Act 2015, CHAPTER 1 is up to date with all changes known to be in force on or before 26 August 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.

[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\(4\)\(d\)](#)