



LIMERICK MARKET TRUSTEES

SHOPPERS CHARTER

The Limerick Market Trustees and the Market Traders have jointly agreed to uphold this Charter to ensure all Shoppers are assured of **Value for Money**, a **Courteous Service** and an assured **Complaints Procedure** in the case of a dispute. This entitlement is in addition to Shoppers statutory rights under the Trades Description Act, Trading Standards etc and does not in any way detract from their ability to pursue a solution through those channels. All Traders have agreed to comply with this Shoppers Charter by attending the Market.

1. All goods sold will be safe and fit for their intended purpose.
2. No goods will be offered for sale that are counterfeit, offensive, dangerous or of unknown origin.
3. Traders will display their name in a prominent manner on their stall.
4. Goods will be accurately described and priced by item, and sold as such.
5. Bulk goods will be priced and sold by quantity, weight, measure or count as described.
6. Food produce will be of the same quality as that displayed upon the stall.
7. Services sold through the Market but provided elsewhere will be as described.
8. Goods sold as new will be new and undamaged.
9. Receipts will be issued if requested.
10. Traders will maintain required Public Liability insurance.
11. The Market will be kept clean and wholesome.
12. Traders will be courteous to all Shoppers.
13. A Market Supervisor will be present at all times to provide assistance.

COMPLAINTS

If you are dissatisfied with the service you have received:

- Return to the Trader and explain the problem. He/she will almost always be able to resolve it to your complete satisfaction. The Trader has the option of offering you a full refund or replacement goods to the same value.
- If you are still not entirely satisfied, contact the Market Operations Manager. He will try to resolve the dispute. His telephone number is 061 214782.
- Finally, if you are still dissatisfied, you can write to the Limerick Market Trustees at 96 O'Connell Street, Limerick.

YOU ARE NOT ENTITLED TO REDRESS IF:

- You have merely changed your mind after purchasing the goods.
- You bought the goods in the knowledge that they were faulty and this was pointed out to you at the time.
- You damaged the goods by using them for a purpose other than that for which they were intended, or for a purpose for which they were not suitable.