



CITY OF  
WOLVERHAMPTON

# Fair Trading Charter

## *Shop with Confidence at* **Wolverhampton's Markets**

City of Wolverhampton Council and its market traders at Bilston, Wednesfield and Wolverhampton will always help shoppers using the markets receive value for money, a wide choice and variety of goods.

The Fair Trading Charter aims to encourage market traders to sell goods which work properly, are safe and fit for their purpose, are correctly described and have the same quality of goods at the back of the stall as displayed at the front.

*If shoppers have a problem with goods supplied on a council market they should:*

- 1. Explain the complaint to the trader** - who will usually sort it out
- 2. Call into the Markets Office** (*there is one at Bilston and Wolverhampton markets*) and ask to see a Market Officer who will help where possible, or telephone **01902 555200**
- 3. Finally, contact the Citizens Advice** consumer helpline for **free consumer advice** on **0808 2231133**

Please remember you are not entitled to your money back if you change your mind, or if a fault was pointed out at the time of purchase, or if you have mis-used the goods.