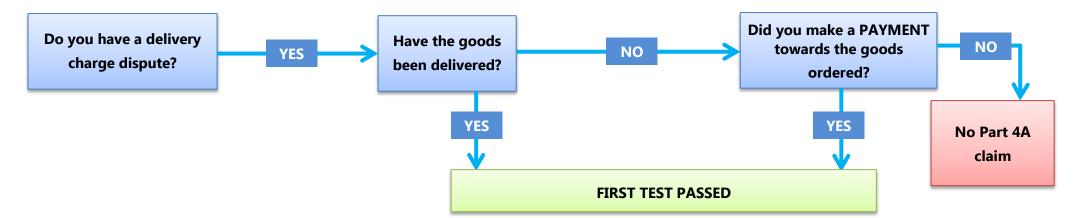
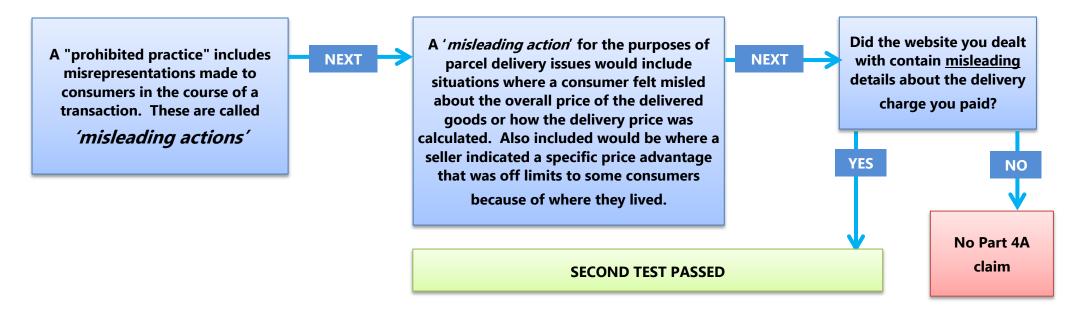
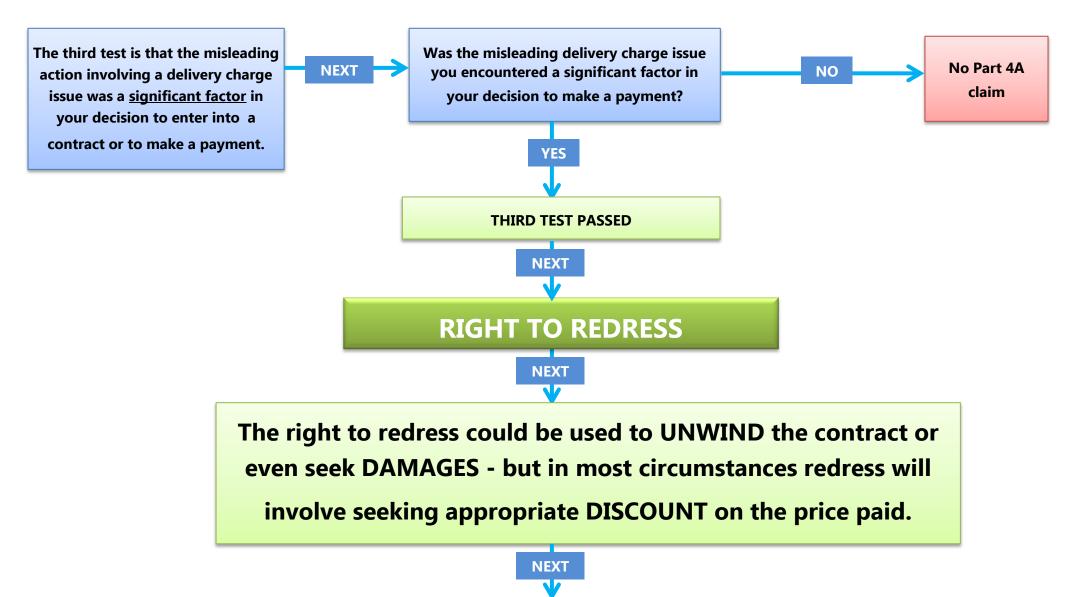
① First Test - Do you have a relevant delivery charge dispute?



2 Second Test - Is the delivery charge dispute a 'prohibited practice'?



3 Third Test - Was the misleading action a 'significant factor' in your delivery charge dispute?



A consumer with a RIGHT TO REDRESS may bring civil court proceedings to enforce that right. Alternative Dispute Resolution routes may be available and if you paid with a credit card and the total price including delivery was over £100 then you can make a 'equal liability' claim against your credit card provider. If that route failed you could go to the Financial Ombudsman Service.