



Factsheet

Consumer advice: safeguards


How do I find out what equipment I need for switchover?

In order to watch TV after switchover you will need to ensure that you have converted or upgraded your TV equipment to receive a digital TV signal. You don't have to buy a new TV, any TV can be converted with a digital box, even black and white ones. When buying TV equipment look for the **digital**  which indicates products and services designed to work before, during and after switchover.

In addition, ask if the shop assistant is an approved digital adviser. Digital advisers are trained members of staff who can answer questions on switchover. Just look for an **askdigital**  badge.

For advice on how to choose digital equipment call Digital UK or visit www.digitaluk.co.uk

What about my aerial?

To find out if your indoor or roof top aerial will work after switchover, read the 'Aerial' factsheets or visit the Digital UK website for advice. If your roof top aerial needs replacing, you can contact a Registered Digital Installer (RDI) or associate registered RDI. RDIs are security checked aerial experts who can be identified by the **digital** .

Can I get any help with switchover?

Digital UK is here to provide independent information and advice on the switchover to digital TV.

In addition the Digital Switchover Help Scheme has been set up to help those who need the most assistance.

You will be eligible for the Digital Switchover Help Scheme if you, your partner or dependent child are:

- In receipt of attendance allowance, constant attendance allowance, mobility supplement or disability living allowance, OR
- are registered blind or partially sighted, OR
- aged 75 or over

For more information see the Digital Switchover Help Scheme factsheet, or visit the website at www.digitaluk.co.uk/helpscheme

Protecting yourself from rogue traders

- No one should visit without an appointment. Demand identification and call the company to check they are who they say they are. Turn away uninvited doorstep callers who claim to be linked to Digital UK.
- Don't agree to work on the spot. Take time to think about what work, if any, you want done.
- Get written quotes from at least two traders to ensure you are paying a fair price. Remember that if an offer seems too good to be true, it probably is. By getting more than one quote, you can find out what an acceptable rate is.
- Before any work starts, agree the price, payment arrangements and start/finish dates. Don't pay in full until the work is completed to your satisfaction.

If you think you have been cheated or have paid a deposit to a trader you now have concerns about, you can call Consumer Direct on **08454 04 05 06***. Their advisers can give you advice on your cancellation rights and getting unsatisfactory work put right.

What can I do if my digital TV equipment doesn't work?

The Digital UK helpline can provide advice on common technical problems and there are technical factsheets available such as connecting your TV equipment, retuning and more.

If the equipment is faulty, you may be able to get a replacement or a refund from the retailer you bought it from. It's important to act quickly once you realise there's a fault. The longer you wait, the more difficult it will be to prove the item was faulty when you bought it.

It's usually the seller – not the manufacturer – that has a legal responsibility to replace faulty goods or refund your money. So, in the first instance, insist that the seller considers your claim, before referring it to the manufacturer.

For more advice on claiming refunds, repairs or replacements for faulty goods you can contact the Consumer Direct helpline on **08454 04 05 06***. Their trained advisers can give you advice on what to do. If you prefer face-to-face help and advice visit your local advice agency or Citizens Advice Bureau.

For more information on the digital TV switchover contact Digital UK
Call us 08456 50 50 50* or for deaf calls call 08452 34 03 80*
Visit us www.digitaluk.co.uk

digitaluk is working with:



*Calls provided by BT charged at up to 2p per minute daytime and 0.5p per minute evenings (plus 6p BT connection charge). Rates may vary for calls from other providers including mobile operators. Calls to the Consumer Direct helpline cost no more than 4p per minute from a BT landline. From mobile and non BT lines call costs may vary