



## Faulty product claims FAQs

The Consumer Protection Act 1987 was introduced to ensure consumers are treated fairly and safely when purchasing their products.

Under the Act if a defective or faulty product causes a personal injury, the injured person has the right to seek compensation through a faulty product injury claim against the manufacturer.

There are four main ways in which a manufacturer can be found liable to pay compensation for a faulty product injury claim.

### Design

If a product is poorly designed, such as a toy that has very sharp edges and you or say your child has sustained an injury as a result, you can make a faulty product injury claim against the manufacturer.

### Manufacturing

If contamination has occurred in a factory or a batch of products has been damaged during the manufacturing process and the quality control procedure has not identified this, and this leads to an injury caused by a dangerous and faulty product. Here you can make a claim against the manufacturer.

### Warnings

If a manufacturer fails to exhibit sufficient warnings on a product that is inherently dangerous, such as an electrical appliance and you are injured as a result, a faulty product injury claim can be made.

### Failure to recall / announce warnings

If a manufacturer discovers a problem with a defective/faulty product that could cause personal injury and fails to announce warnings about the faulty product and injury occurs as a result, you can make a faulty product injury claim against them.

### Claims against the retailer of the faulty product

Alternatively, a faulty product injury claim could be made successfully against the retailer for breach of contract if they sold you a faulty product which was not of suitable quality or fit for its purpose, contrary to the Sale of Goods Act.



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“Could not fault your service in any shape or form. Highly professional and proficient.”  
Mr Routledge, Client

### Meet the team



**Jeremy Horton**  
Partner

01622 655283  
jeremyhorton@brachers.co.uk



**Mark Gore**  
Associate

01622 776454  
markgore@brachers.co.uk



**Natalie Marsh**  
Senior Litigation Executive

01622 680428  
nataliemarsh@brachers.co.uk



**Lyn Gibbons**  
Senior Litigation Executive

01622 680422  
lyngibbons@brachers.co.uk

