

## **Consumer Direct Data input abbreviations**

ABTA - Association of British Travel agents

ASA - Advertising Standards Authority

BOC - Breach of Contract

BOP - Burden of Proof

CanR - Cancellation Rights

C - Consumer

CA - Consumers Association

CAB - Citizens Advice Bureau

CB - Credit Broker

CC - Credit card

CCA 74 - Consumer Credit Act 1974

CCA - County Court Action

CHA - Consumer Hire Agreement

CLS - Community Legal Services

CLSP - Community Legal Service Partnership

CM - Change of mind

CN - Credit Note

Comp - Compensation

Con - Contract

Co Hse - Companies House

COPFS - Crown Office Procurator Fiscal

ServiceCorgi - Confederation of Registered Gas Installers

CoA - Court of Appeal

CoS - Court of Session

CPA - Consumer Protection Act 1987

CP(DS)R - Consumer Protection (Distance Selling) Regulations 2000

CPS - Crown Prosecution Service

CR - Cancellation Rights

Cra - Credit Agreement

CRd - Creditor

DAM - Damages

DC - disproportionate costs

Del - Delivery  
Dep - deposit  
DI - deadline  
Dly - delay  
Desc - Description  
DoC - date of contract  
DoT - Department of Transport  
EL - Equal Liability  
EO - Expert Opinion  
EW - Energywatch  
FFP - Fit for Purpose  
FG - faulty goods  
Fin Co - finance company  
FMB - Federation of Master Builders  
FTD - False Trade description  
FTF - Face-to-Face Negotiations  
FWT - Fair wear and tear  
GG - Goodwill gesture  
GGF - Glass and Glazing Federation  
GMC - Guild of Master Craftsmen  
Gs - Goods  
HP- Hire Purchase  
ICSTIS - Independent Commission for the Supervision of Standards of Telephone Information Services  
Info - Information  
IoP - Institute of Plumbing  
Itt - Invitation to Treat  
LBA - Letter before Action  
Lof - Loss of faith  
MD - Minor Defect  
MPI - misleading price indication  
Mrep - Misrepresentation  
NAD - Not as Described  
NCA - Non-Cancellable Agreement

NFP - Not fit for purpose  
NiCeic - National Inspection Council for Electrical Installation  
NHBC - National House Builders Council  
No Br - No breach of contract  
NSQ-Not of satisfactory quality  
NSR - No Statutory Rights  
Obl - Obligation  
Ofcom- Office of Communications Regulator  
Ofwat - Office of Water Regulations  
Ofgem - Office of Gas and Electricity  
OTP - off Trade Premises  
Pd - paid  
POC - Privity of Contract  
PoP - Proof of Purchase  
Pr Dr - Prize Draw  
Pup - Pay under Protest  
R - Refund  
RA - Reasonable Amount  
RCS - Reasonable Care and Skill  
RDL - Recorded Delivery Letter  
Reas - Reasonable  
Reas Ch - Reasonable Charge  
Ref - Referred  
Reg - Registration  
Rep - Repair  
Repl - Replacement  
Req - Request  
R&R - Reject and Request a Refund  
RT - Reasonable Time  
S75 - Section 75  
SOGSA - Supply of Goods and Services Act  
SC- Sheriff Court  
SCP - Small Claims Procedure

SCT - Small Claims Track

SGA - Sale of goods Act

SMTA - Scottish Motor Trade Association

SNIPeF - Scottish & Northern Ireland Plumbers Federation

SQ - Satisfactory Quality

T - Trader

T in B - Trader in Breach

TA - Trade Association

T&C - Terms and Conditions

ToE - Time of the Essence

TPS -Telephone Preference Service

TSS - Trading Standard Service

V - Verbal

VI -Vehicle Inspectorate

WCS - Water Commissioner in Scotland

WRDKC - Write recorded delivery letter and keep a copy