

*Status: Point in time view as at 03/08/2017.*

*Changes to legislation: Consumer Rights Act 2015, Paragraph 20 is up to date with all changes known to be in force on or before 26 August 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details)*

## SCHEDULES

### SCHEDULE 2

#### CONSUMER CONTRACT TERMS WHICH MAY BE REGARDED AS UNFAIR

##### PART 1

###### LIST OF TERMS

- 20 A term which has the object or effect of excluding or hindering the consumer's right to take legal action or exercise any other legal remedy, in particular by—
- (a) requiring the consumer to take disputes exclusively to arbitration not covered by legal provisions,
  - (b) unduly restricting the evidence available to the consumer, or
  - (c) imposing on the consumer a burden of proof which, according to the applicable law, should lie with another party to the contract.

###### Commencement Information

**II** Sch. 2 para. 20 in force at 1.10.2015 by S.I. 2015/1630, art. 3(g) (with art. 6(1))

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