

# Faulty Products

## A guide to personal injury compensation

### Expert advice

We expect all the products we buy to be safe and in good condition, yet this isn't always the case. Anything from cosmetics to toasters to diving equipment can cause an injury if they aren't up to scratch. Injuries can range from the most minor of injuries, to the most serious.

Slater and Gordon has successfully handled personal injury claims as a result of all types of faulty products and are experts in this area of law. They're also experts in Group Litigation cases and have many years' experience.



### In what circumstances would a faulty product lead to a claim for personal injury?

There are four main reasons why a faulty product may lead to a personal injury claim. These are:

- a manufacturer failing to recall a product they know is faulty
- poor design of a product
- contamination during manufacturing
- failure to display sufficient warning on a product

### What are the most common injuries caused by faulty products?

There are obviously many injuries which can be sustained as a result of faulty products. However, the most common injuries caused by faulty products include:

- a broken bone caused by falling off a defective ladder
- burns caused by electrical products catching fire
- scarring or burning caused by contaminated cosmetics or toiletries
- poisoning caused by contaminated food

### What should you do if you've been injured as a result of a faulty product?

If a faulty product has caused you injury, there are certain things you must do to assist you with your claim for compensation.

- keep the product or photographs of the product
- keep any instructions for the product
- keep the packaging of the product
- keep purchase receipts of the product

### What is Group Litigation?

Group Litigation, also known as Class Actions or Collective Redress Actions, is the term used to describe multiple parties taking legal action against the same individual or company, for the same reason.

For example, if a particular faulty product has been sold throughout the UK and there are several different people who have been injured as a result of that defective product, they can bring a Group Litigation claim together.

Group Litigation is becoming more and more popular in the UK as it can avoid pitfalls that can be associated with individuals having to make their own separate claim each time, it offers strength in numbers and can save on legal costs.

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They were clear, understanding and extremely helpful. I would recommend their services to anyone needing claim advice.

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# Advice on making a claim for compensation

For those who don't have experience of the legal process, contacting a lawyer and making a claim for compensation can be a daunting prospect. However, we're with our clients every step of the way, ensuring they understand the claims process, and relieving the burden of having to deal with a variety of practical issues, at what can be a difficult time.



## What should you do if you think you have a claim?

Contact us. Our team of specialists have a vast amount of experience of dealing with faulty product injuries.

Once we've taken details, we'll tell you whether or not you have a claim. If you're entitled to compensation, we can start work on your case straightaway and begin gathering evidence.

There are time limits which apply when making a claim for compensation, so don't delay in contacting us.

## What is the cost of making a claim?

We understand that the cost of legal advice can be a worry, but there are options available to fund personal injury cases.

You may have legal expenses insurance under an existing insurance policy which entitles you to free representation. If legal expenses insurance is not in place, we can conduct your case under a Conditional Fee Agreement, also known as a 'No Win, No Fee' Agreement. This means if the case fails, no payment is due.

Once we know the circumstances of your case, we'll be able to discuss your funding options in more detail.

## What is the amount of compensation likely to be?

Compensation will be based on the severity of the injury, and also on the personal circumstances of the injured person. For example, if they've been unable to work as a result of their injury, loss of earnings may be accounted for. If the injured person requires rehabilitation, treatment, aids, equipment or adaptations, we'll also seek to recover these costs.

If the injured person passed away and had dependents who relied on them for income and/or services such as household tasks or caring for a relative, this will also be taken into consideration.

## How long is the case likely to take?

Every case is different so it's difficult to estimate how long a case is likely to take without first reviewing the circumstances. However, the case will be dealt with by an expert from our faulty product injuries team who will deal with the case as quickly and efficiently as possible.

## Frequently asked questions

### Will I have to go to court?

A large majority of cases settle before a trial takes place. However, if the case doesn't settle before trial, attendance at court may be necessary.

### What if the injury requires rehabilitation or treatment?

As we have many years' experience working on behalf of people who have suffered serious injuries, we see it as an important part of our role to make sure that clients get the best quality support to maximise the chances of recovery and future independence.

We work closely with case managers, medical experts and approved rehabilitation providers to ensure that a tailored programme is put in place as soon as possible so rehabilitation can begin without delay.

Where we've proved that the other side was fully or partly to blame, we can obtain interim payments to pay for treatment and other costs before the case reaches settlement.

### What if I need assistance in other areas?

We have experts in many areas of law such as employment, family, welfare benefits, trusts, Court of Protection and disability rights and work closely with those departments to ensure that you get the best possible outcome.