Possibly, but incorrect information on a website does not automatically give you a right to compensation. The answer depends on what the site said, who published it, whether you relied on it, what loss you suffered and whether a legal route applies.

This guide explains the main issues in plain English. It is general information, not legal advice, and it cannot assess the facts of your situation. The phrase *website liability UK* covers several different legal questions; there is no single rule that makes every site responsible for every error.

When might a website be legally responsible?

A website could face a claim in some circumstances—for example, if a business made a misleading statement that induced you to enter a contract, or if a professional service provided a duty of care and its errors caused a foreseeable loss. But proving that information was wrong is only one part of the picture.

You may also need to show that:



- the statement was more than an opinion, prediction or clearly labelled estimate;
- the publisher or another identifiable party was legally responsible for it;
- you relied on it in a way the law recognises;
- your reliance was reasonable in the circumstances; and
- you suffered a loss that the law allows you to claim for.

For example, a factual error on a general-interest blog may be frustrating, but that alone may not establish a claim. The position could be different if a business used a false statement to sell you something, or if you paid for a service that promised accurate, tailored information and it fell short.

Information-only content is not the same as advice

Many sites publish information to explain a topic, not to tell a particular reader what they should do. A page might summarise common rules, outline options or link to other sources. That is different from advice based on someone's individual circumstances.

Publishers often make this distinction clear in their terms or on the page itself. An *information accuracy disclaimer* may say that content is for general information, can become outdated, or should not be relied on as a substitute for professional support. Such wording can help readers understand the limits of the content, but it does not automatically protect a publisher from every claim.

Equally, calling something "information only" does not necessarily settle the issue. A court may look at the whole context: what the site promised, how specific the statement was, who it was aimed at, and how the publisher presented its expertise. A page that says "not advice" but also makes a specific, confident promise may still raise questions.

What does a liability limitation actually do?

Websites commonly use terms that try to limit responsibility for errors, omissions or losses. The effect depends on the wording and the circumstances. A limitation may be relevant when deciding what the publisher undertook to do, what a reader could reasonably expect, or whether a term became part of a contract.

However, a disclaimer is not a magic shield. In some situations, consumer and other legal rules restrict the use of unfair or unreasonable terms. A business cannot necessarily avoid statutory obligations simply by placing a broad disclaimer in its footer. Nor does a disclaimer necessarily cover a deliberately false statement.

For consumer contracts, the Consumer Rights Act 2015 is one of the laws that may be relevant, including rules on fairness and transparency of contract terms. Other rules may apply depending on the type of service and the claim. The detail matters, so do not assume either that a disclaimer is unenforceable or that it defeats your claim.

Consumer rights online information: what was being sold?

It helps to separate free editorial content from information supplied as part of a paid product or service. If you paid for a report, subscription, course or personalised service, check what the seller promised in its sales page and contract. Those promises may matter more than a general disclaimer elsewhere on the site.

If a business used misleading information to persuade you to buy, the issue may be about the sale or contract—not simply the fact that a webpage contained an error. Depending on the circumstances, you may have a complaint or consumer-rights route. The relevant regulator may also be able to receive information about a pattern of conduct, though regulators do not usually decide every individual compensation claim.

For example, the FCA is a financial-services regulator. If a website is promoting regulated financial products or services, you can check whether the firm is authorised and look at the FCA's warnings and register. That does helpandadvice.co.uk not, by itself, prove that the site's information is accurate or guarantee a particular outcome. Take care with claims about investments, loans or pensions, and check information against reliable, current sources.

Affiliate links and commercial relationships

Some websites earn commission when readers buy through links. That relationship should be made clear so readers can understand the commercial context. An affiliate disclosure does not make a statement accurate, but transparency helps people assess the page and the publisher’s interests.

For instance, a publisher that participates in the Amazon Services LLC Associates Program may include links to products sold by Amazon.com and earn qualifying fees. It might use tools such as Amazon Associates to manage or report on those links. The presence of an affiliate link does not, on its own, mean Amazon wrote or checked the publisher’s review. Look at the disclosure and identify who created the information you relied on.

Does an error on a 404 page matter?

A 404 page appears when a page cannot be found. A clear, useful 404 page is a small but important trust signal: it tells visitors that the link is broken and helps them get back to relevant content. Good navigation should offer a working homepage link, a search option or links to useful sections.

A poor 404 page can make a site look neglected, especially if important information has disappeared without an explanation. But a broken page or confusing navigation is not usually enough, by itself, to establish a claim for compensation. The issue becomes more significant if the site continues to send users to outdated instructions, hides a correction, or makes it difficult to find information that could affect a purchase or decision.

When a page has vanished, check whether the site has moved it, published a correction or provided a newer version. You can also search the publisher’s site or contact its support team. Avoid relying on a cached copy without checking whether the information is current.

How to assess an incorrect statement

Question Why it matters Was it a fact, opinion or estimate? A verifiable factual claim may be assessed differently from a prediction or clearly expressed view. Who published or supplied it? The site owner, author, advertiser, seller or external source may have different roles and responsibilities. What did the page promise? Sales claims, service terms and disclaimers can help show what a reader was entitled to expect. Did you rely on it? A claim may depend on whether the statement influenced your decision and whether that reliance was reasonable. What loss can you evidence? Keep records of financial loss and any other harm you believe resulted from the error. Was the information current? Publication dates, update notes and later corrections can help establish what was available at the time.

Doing your own research before acting

Doing your own research is sensible when online information could affect your money, health, legal position or safety. It does not mean every reader must independently verify every sentence. It does mean you should be cautious about treating a single webpage as definitive, particularly if the page is old, lacks sources or makes unusually strong claims.



- Check the publication and update dates.
- Follow links to primary sources, such as official guidance or legislation.
- Compare important claims with more than one credible source.
- Check the author's relevant experience and any commercial interests.
- For regulated financial services, use the FCA as a regulator and verify firms through official FCA resources.
- For a decision specific to your circumstances, consider contacting an appropriately qualified professional.

Research can help you spot mistakes, but it does not decide whether a publisher is legally responsible. That depends on the facts and the law that applies.

What to do next

1. **Save evidence.** Keep a screenshot or copy of the page, its web address, the date you accessed it, and any relevant terms or disclaimer. If you have already acted, keep receipts and messages too.
2. **Check for a correction.** Look for an update notice or a newer page. Make a note of when the information changed if that is visible.
3. **Contact the publisher or business.** Explain which statement you believe is wrong, provide a reliable source showing the issue, and say what outcome you are seeking. Keep your message factual.
4. **Raise a complaint with the seller, if relevant.** If the information formed part of something you bought, use the business's formal complaints process and refer to the product or service terms.
5. **Consider the right external route.** Depending on the issue, this might include a relevant regulator, consumer organisation or dispute-resolution service. A regulator may investigate conduct but may not recover your individual losses.
6. **Get independent support before taking legal action.** If the loss is significant, the facts are disputed or a deadline may apply, ask a solicitor or a suitable advice service to assess your options. Court proceedings can involve costs and risks, and a claim's prospects cannot be guaranteed.

Does Help & Advice mean the site is responsible?

A website name, such as Help & Advice, does not tell you what legal responsibility the publisher has. Check the site's ownership details, contact information, terms, sources and correction policy. See whether it identifies authors, dates its material and explains any commercial relationships. These checks can help you judge credibility, but they do not replace a legal assessment of a specific dispute.

The bottom line

You may be able to take action if a website's wrong information caused a legally recognised loss, but an error alone does not guarantee a successful claim. The key questions are who was responsible, what was promised, whether you reasonably relied on the statement and what harm followed. Read any limitation wording carefully, but do not assume it settles the matter either way.

Use online content as a starting point rather than the final word on a high-stakes decision. Keep evidence, raise the issue with the publisher and seek independent help if you need an assessment of your particular circumstances.