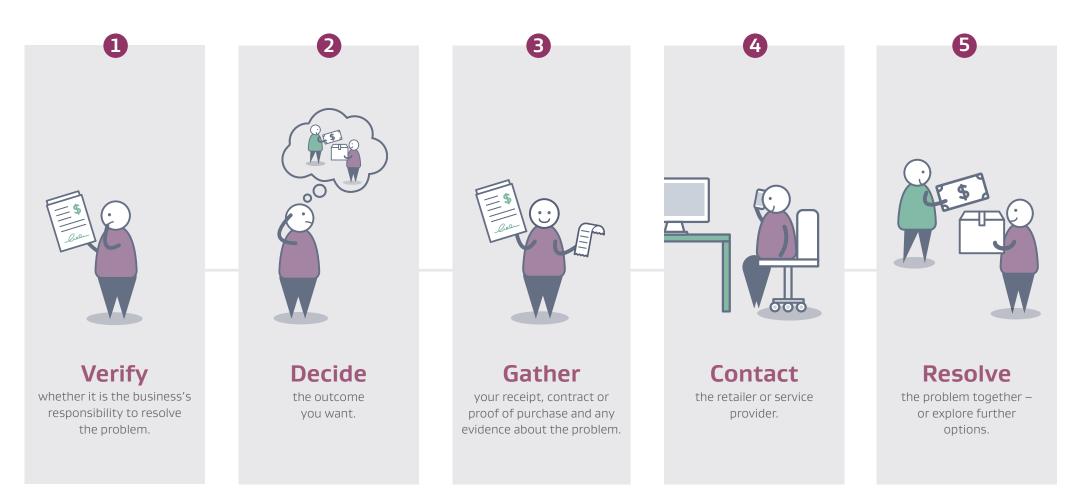
Consumer Protection

Steps to resolve a problem

GET SET TO RESOLVE IT!

Follow these five steps to resolve a consumer problem as quickly and easily as possible. Use this process for both products — like faulty toasters and a lemon car from a dealer — and services — like poor quality trade jobs and unreliable internet service.





MINISTRY OF BUSINESS, INNOVATION & EMPLOYMENT HĪKINA WHAKATUTUKI

New Zealand Government

See **Prepare to complain** at **consumerprotection.govt.nz** for more tips on how to be a confident consumer.