

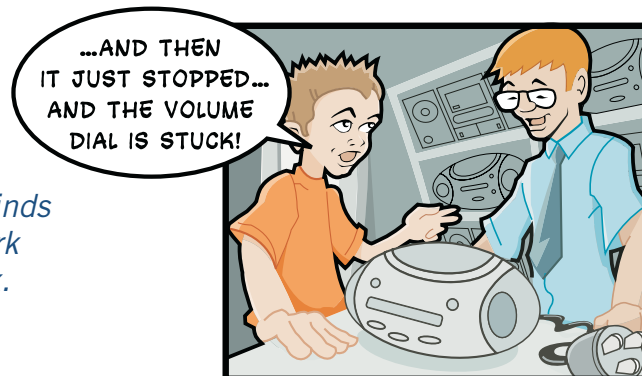
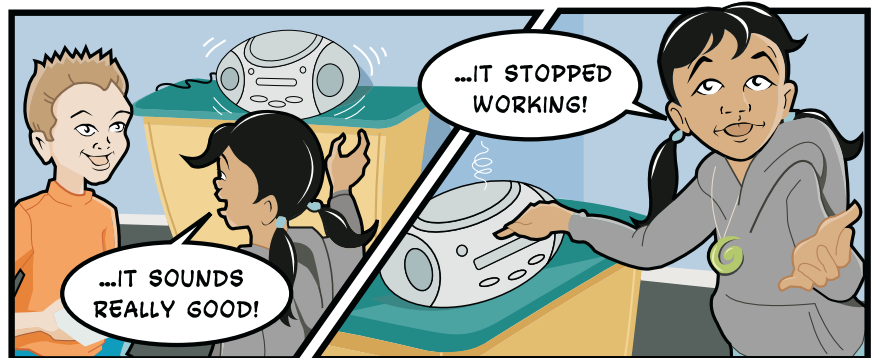


Fair play? scenario



The first track is great, but during the second the sound becomes distorted and then stops.

After months of saving his money, Sam sees a shop advertising CD players at a reduced price. He goes into the shop and purchases a portable CD player. He buys a new CD and when his friends come around, Aroha asks to hear the new CD.



When Sam investigates he finds that the CD player won't work and the volume dial is stuck.

Consumer rights and guarantees

- Consumers have a guarantee that:
 - goods they purchase from a trader are of acceptable quality. Acceptable quality includes: goods are fit for normal purpose (use), are safe, durable (able to last) and free of minor defects (problems).
 - goods they purchase from a trader are fit for a particular purpose (use) that the consumer explains to the seller.
- Consumers have the right to redress (to have the problem 'put right') if the goods and services they bought do not meet their guarantees, eg, if the goods are faulty.
- Consumers have the right to expect NOT to be misled or deceived (tricked or lied to) about the goods or services they are buying.
- Consumers have the right to expect that the goods they purchase will be safe to use.
- Consumers have a right of redress (to have things 'put right') if the goods they purchase are short weight or measure.





Putting it right (or solving the problem)

