



Consumer rights and responsibilities chart

| Consumer rights Consumers have the right ... | Example of when this right will apply | Example of when this right will not apply | Consumer responsibilities Consumers have a responsibility to ... |
|---|--|---|--|
| <p>1) to believe that the goods they purchase from a trader will be of acceptable quality.</p> <p>Acceptable quality includes goods being fit for normal purpose (use), safe, durable (able to last), and free of minor defects (problems).</p> <p>Consumer Guarantees Act</p> | <p><i>The new CD player should play CDs.</i></p> | <p><i>If you use the CD player as a football or drop it.</i></p> | <ul style="list-style-type: none"> • pay for the purchase of goods or services • accurately describe to the seller the purpose they intend to use the purchase for (where necessary) |
| <p>2) to believe that the goods they purchase from a trader are fit for a particular purpose (use) that the consumer has discussed with the seller.</p> <p>Consumer Guarantees Act</p> | <p><i>The consumer asks the shop assistant to identify a watch that they can wear when they are in water, but the watch they purchase lets water into its mechanism.</i></p> | <p><i>If the consumer does not accurately describe the particular purpose they want to use an item for.</i></p> | <ul style="list-style-type: none"> • use the good or service for the purpose it is intended for • use the good or service in a suitable and safe way |
| <p>3) to redress (to have the problem 'put right') if the goods and services purchased fail to meet their guarantees (eg, if the goods are faulty).</p> <p>Consumer Guarantees Act</p> | <p><i>If new goods won't work. If the goods won't do what they are supposed to do.</i></p> | <p><i>If you have damaged or misused the goods eg, dropped the CD player, or used haircutting scissors to cut wire.</i></p> | <ul style="list-style-type: none"> • not to seek redress if the goods or services have a problem that is accidentally or deliberately caused by misuse by the consumer |
| <p>4) to expect NOT to be misled or deceived about the goods and services they are buying.</p> <p>Fair Trading Act</p> | <p><i>You can believe that information about a product (eg, advertising on TV, brochure, billboard, magazine etc) is true and accurate. You can buy a new product and assemble and use it properly following the instructions that came with it.</i></p> | <p><i>If you are given information but fail to read it, thinking you know more about what the product does or how it can be used than the seller does.</i></p> | <ul style="list-style-type: none"> • not mislead the seller or misrepresent or lie about issues relating to the transaction • seek redress as quickly as possible. |
| <p>5) to expect that goods they purchase will be safe to use.</p> <p>Fair Trading Act Consumer Guarantees Act</p> | <p><i>The CD player should work safely off a power supply, not give the user an electric shock.</i></p> | <p><i>If you take the goods apart and then put them back together unsafely. If you make the goods unsafe by using them incorrectly eg, not following safety instructions.</i></p> | |
| <p>6) of redress (to have the problem put right) if the goods they purchase are short weight or measure.</p> <p>Weights and Measures Act Consumer Guarantees Act</p> | <p><i>You will get the correct amount of soft drink in a bottle or can. The supermarket weighs the meat you buy correctly.</i></p> | <p><i>If you agree to buy something by the box or by the bag, ie the quantity or weight is not stated.</i></p> | |

