



# Consumer rights and responsibilities chart

<b>Consumer rights</b> <b>Consumers have the right ...</b>	<b>Example of when this right will apply</b>	<b>Example of when this right will not apply</b>	<b>Consumer responsibilities</b> <b>Consumers have a responsibility to ...</b>
1) to believe that the goods they purchase from a trader will be of acceptable quality.  Acceptable quality includes goods being fit for normal purpose (use), safe, durable (able to last), and free of minor defects (problems).	<i>The new CD player should play CDs.</i>	<i>It won't apply if you use the CD player as a football or drop it.</i>	<ul style="list-style-type: none"> <li>• pay for the goods or services</li> <li>• accurately describe to the seller the purpose they intend to use the purchase for (where possible)</li> <li>• use the good or service for the purpose(use) it is intended for</li> <li>• use the good or service in a suitable and safe way</li> <li>• not to seek redress if the goods or services have a problem that is accidentally or deliberately caused by misuse by the consumer</li> <li>• not mislead the seller</li> <li>• not misrepresent or lie about issues relating to the transaction</li> <li>• seek redress as quickly as possible.</li> </ul>
2) to believe that the goods they purchase from a trader are fit for the particular purpose (use) that the consumer has discussed with the seller.			
3) to redress (to have the problem 'put right') if the goods and services they have purchased fail to meet their guarantees (eg, if the goods are faulty).			
4) to expect NOT to be misled or deceived (tricked or lied to) about the goods or services they are buying.			
5) to expect that the goods they purchase will be safe to use.			
6) of redress (to have the problem put right) if the goods they purchase are short weight or measure.			

