



What does the law say?

Would you pay \$150 or \$15 for a T-shirt?

Businesses can choose the prices for the goods or services they are selling. The consumer decides whether or not they will buy the goods or services at that price.

consumer choice

What if I've changed my mind?

If you buy goods but decide you don't like them once you get home, the shop does NOT have to take them back. However, some shops will let you take them back and will give you a refund or a credit note. They may do this for a range of reasons – eg, for an advantage over other businesses, to build customer loyalty or to encourage you to return to buy at that store.

consumer responsibility

Are sale goods really cheaper?

If a shop says it is having a sale, the sale price of the goods must be less than the original price.

The shop can't mislead consumers about the price the 'reduced' goods were before the sale – eg, sell the goods for \$20.00 before the sale and then in the sale say the goods were '\$25.00 reduced to \$15.00'.

Fair Trading Act

Can I use it for this?

(Fit for a particular purpose)
You need a watch that is waterproof. You are told by the sales assistant that a watch will be suitable for diving, but on the first dive water gets into the mechanism and it stops working.

If a sales assistant, product information or advertising material tells you goods are fit for a particular purpose you need them for, the goods must be fit for that purpose.

Consumer Guarantees Act

Is it safe?

Goods that are sold must be safe (when the consumer uses them properly). Sometimes businesses find that goods they sold are not safe and they ask customers to return the goods so the business can fix them or give the customer their money back.

*Consumer Guarantees Act (goods must be of an acceptable quality)
Fair Trading Act (product safety standards are to prevent or reduce the risk of injury)*

Is that weight correct?

If you buy goods by weight or liquid measure, you are entitled to get what you pay for. You can check that they are correct by weighing or measuring them. If they are not correct, the shop should sort the problem out.

*Consumer Guarantees Act (goods must match the description)
Fair Trading Act (prohibits misleading and deceptive conduct)
Weights and Measures Act*

What if I damage the goods?

If you damage the goods, it is your responsibility. The business has no responsibility to fix the problem.

consumer responsibility

What if I don't follow the instructions?

You are responsible if you damage the goods or they become unsafe as a result of your actions. The business has no responsibility to fix the problem.

consumer responsibility

What if the goods don't work or are faulty?

Goods that are sold by a trader must be of acceptable quality.

Acceptable quality includes goods being fit for normal purpose (use), safe, durable (able to last), and free of minor defects.

Consumer Guarantees Act

