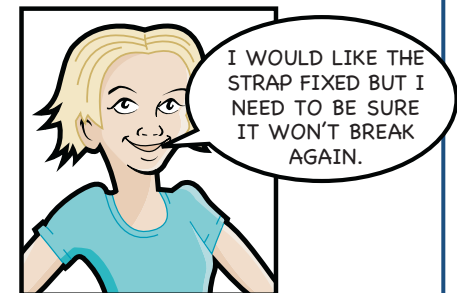
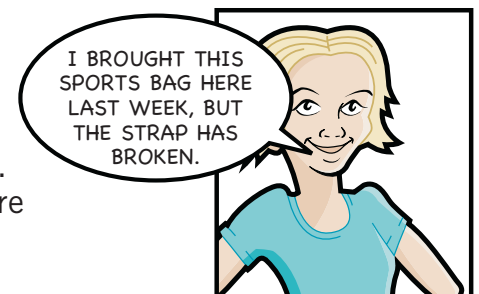




Making a complaint about faulty goods

Before you go to the shop ... get organised ... **get the facts together**

1. Write down:
 - the problem
 - any information you can remember about the purchase if you do not have the sales receipt including:
 - the date of the purchase
 - what you paid for it
 - who served you.
2. Find out your legal rights under the **Consumer Guarantees Act**. Remember if the fault is minor, the shop can decide whether to repair the goods, replace the goods or give you a refund. If the fault is serious, you are entitled to choose a solution.
3. Collect anything in writing that can help prove your case, eg, sales receipt, advertisement.
4. Plan what you are going to say:
 - Keep it simple.
 - Explain the facts. 'I bought this sports bag here last week, but the strap has broken.'
 - Tell the trader what you want done about the problem. 'I would like the strap fixed please, but I need to be sure it won't break again when I carry my sports gear in it.'
5. Practice what you are going to say.
6. Consider whether you want to take a friend or adult for support. If you do want support then arrange for them to come with you.



At the shop

- Speak first to the sales assistant. Many shops have a policy of quickly sorting out complaints and the sales assistant may be able to resolve it for you. However, the sales assistant may need to call the manager. If you do not have a successful conversation with the sales assistant, you can ask to speak with the manager.
- Stay calm and be polite.
- Explain the problem. 'I bought this sports bag here last week, but the strap has broken.'
- Tell the retailer what you want done about the problem, eg, 'I would like the strap fixed if it will be strong enough for me to carry my sports gear.'
- Remember your legal rights.
- Don't enter into arguments about whose fault the problem is.
- Don't let the retailer say the goods must go back to the manufacturer. The retailer must fix the problem.
- Keep repeating what is wrong with the goods and or service and what you want done about it.
- If you are not making progress, thank the manager and leave the store and plan what to do next.

