



Consumer Guarantees Act

The Consumer Guarantees Act sets out guarantees that goods and services must meet when sold by someone in trade.

[Find out what the guarantees are for goods.](#)

[Find out what the guarantees are for services.](#)

If a guarantee is not met you may have rights against the trader (or in some cases the manufacturer) for a remedy to put the problem right.

[Got a problem with goods?](#)

[Got a problem with services?](#)

What goods and services are covered?

The Consumer Guarantees Act applies to all goods and services normally bought for personal or household use.

Example: clothes, food, electrical appliances (like laptops or washing machines), furniture.

Example: plumbing, repairs, banking, dry-cleaners, haircuts.

It includes goods used in a house - for example, roofing iron, wall boards - but not an entire house. Vehicles, pets, plants and trees, and second-hand goods are also covered.

The Consumer Guarantees Act covers electricity, gas, telecommunications, computer software, water, and the removal of wastewater.

It also applies to goods and services sold on credit and goods hired out for use.

[Your rights with faulty goods under the Consumer Guarantees Act.](#)

[Your rights with faulty services under the Consumer Guarantees Act.](#)

What goods and services are not covered?

You are not covered by the Consumer Guarantees Act when you buy by auction or competitive tender, or privately.

[Find out your rights with auctions.](#)

[Find out your rights with internet auctions.](#)

[Find out your rights when buying privately.](#)

The Consumer Guarantees Act doesn't cover goods or services that are normally bought for business use, for example, commercial goods such as farming machinery.

[Find out what protections apply when buying commercial goods or services.](#)