



The laws they break

New Zealand law gives consumers who buy goods and services within New Zealand specific rights and remedies if there are problems.

Here are a number of useful links to information about laws that apply in New Zealand and maybe relevant if the scam originates in New Zealand.

Note: these will only apply to New Zealand!

- [Consumer Guarantees Act](#) which provides consumers with rights and remedies when buying goods and services in New Zealand.
- [Door to Door Sales Act](#) which gives specific legal rights when you are approached by salespeople at your door, or outside of a normal place of business.
- [Fair Trading Act](#) which prohibits misleading and deceptive conduct, false representations and unfair practices by people in trade.
- [Credit issues](#) if you are using credit to make a purchase.
- [New Zealand Legislation](#) - at this government site you can browse through all New Zealand statutes and regulations for free.

Overseas scams

However, most scams cross international boundaries and New Zealand laws are not able to provide consumers with protection or redress.

There may be other laws that apply in the country that a scam originates. You can follow up with the relevant Authority of the area from which the scam originates.

[You can find a list of Authorities and their jurisdictions at International Consumer Protection and Enforcement Network.](#)