



NO EXCHANGE / NO REFUND?

WHAT THE CONSUMER NEEDS TO KNOW

- **I have changed my mind; you must give me my money back.**
The customer only has rights if the goods are faulty, or misdescribed.
- **I don't have to accept a credit note for faulty goods.**
The customer has a right to a refund or repair. They may choose to accept a credit note if they want to buy other goods from you.
- **The goods are faulty, I don't want to choose something else, and I want a refund.**
Where the customer has a right to a refund, they need only accept a replacement if that's what they want.
- **It doesn't matter that there isn't a guarantee or warranty. My rights are with you.**
The law gives the customer rights against the seller over and above any guarantee or warranty.
- **You cannot put up a notice saying No Refunds.**
These notices are illegal and you cannot take away the customer's right.
- **If it doesn't fit, or I do not like the colour I am entitled to a refund. I saw the same product next door for \$50.00 less.**
In this case the customer is not entitled to a refund. Customers must be prudent and "shop around" if they want a bargain.
- **Even though the goods are secondhand I still have rights.**
Secondhand goods must be in a reasonable condition for their age and price.
- **I don't have to deal with the manufacturer over faulty goods.**
The retailer is responsible for goods.
- **It doesn't matter that I bought them in a sale. I still have rights.**
The same rules apply equally to sale and non-sale goods.
- **I am entitled to claim compensation from you for the clothes damaged by the faulty washing machine which I purchased from your store.**
If faulty goods cause damage to other goods, the customer can claim compensation.
- **Although it was sold as a second it should still work and do its job properly. These faults were not pointed out to me at the time.**
The customer cannot complain about faults that were pointed out at the time of sale, but still has rights if other faults become apparent after purchase.