

# Consumer Protection

## Your consumer rights in action



The Consumer Guarantees Act (CGA) outlines what a consumer can expect when they buy a product or service from a business. It also provides a business with guidelines on what they must provide to their customers. If a product or service does not meet one of these guarantees, you can get a remedy from the business you bought from.

### SERVICES Carried out with reasonable care and skill

Done properly to a reasonable standard

### PRODUCTS Of acceptable quality

In good working order and free from defects

### PRODUCTS Fit for a particular purpose

Does what you told the retailer you need it to do

### PRODUCTS Match the description

The same as the product description or sample model

### SERVICES Charged for at a reasonable price

Cost a reasonable amount if the price was not set beforehand

### SERVICES Fit for a particular purpose

Results in what you told the service provider you need it for

### PRODUCTS Arrive on time and in good condition

Delivered undamaged and at the agreed time

### SERVICES Carried out in a reasonable time

Completed in a reasonable time if the timeframe was not agreed beforehand

