

**POWER UP WITH  
THE CONSUMER  
GUARANTEES  
ACT!**



# 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

**SERVICES**

**Fit for a particular purpose**

Results in what you and the service provider agreed on



**SERVICES**

**Carried out in a reasonable time**

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

**SERVICES**

**Charged for at a reasonable price**

Cost a reasonable amount if the price was not set beforehand



**PRODUCTS**

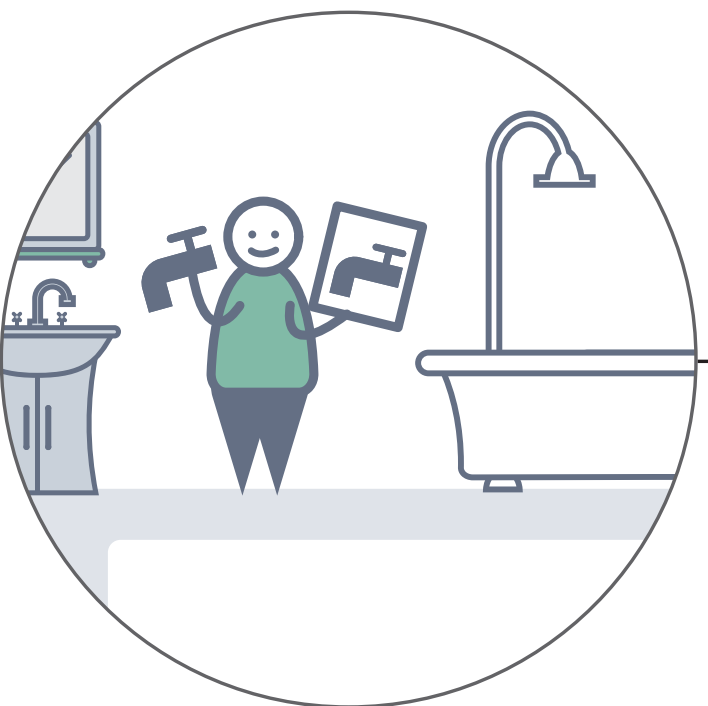
**Of acceptable quality**

In good working order and free from defects

**PRODUCTS**

**Fit for a particular purpose**

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



**PRODUCTS**

**Match the description**

The same as the product description or sample model

**PRODUCTS**

**Arrive on time and in good condition**

Delivered undamaged and at the agreed time

