

## Taking a product back

BE CONFIDENT  
ABOUT RETURNS!

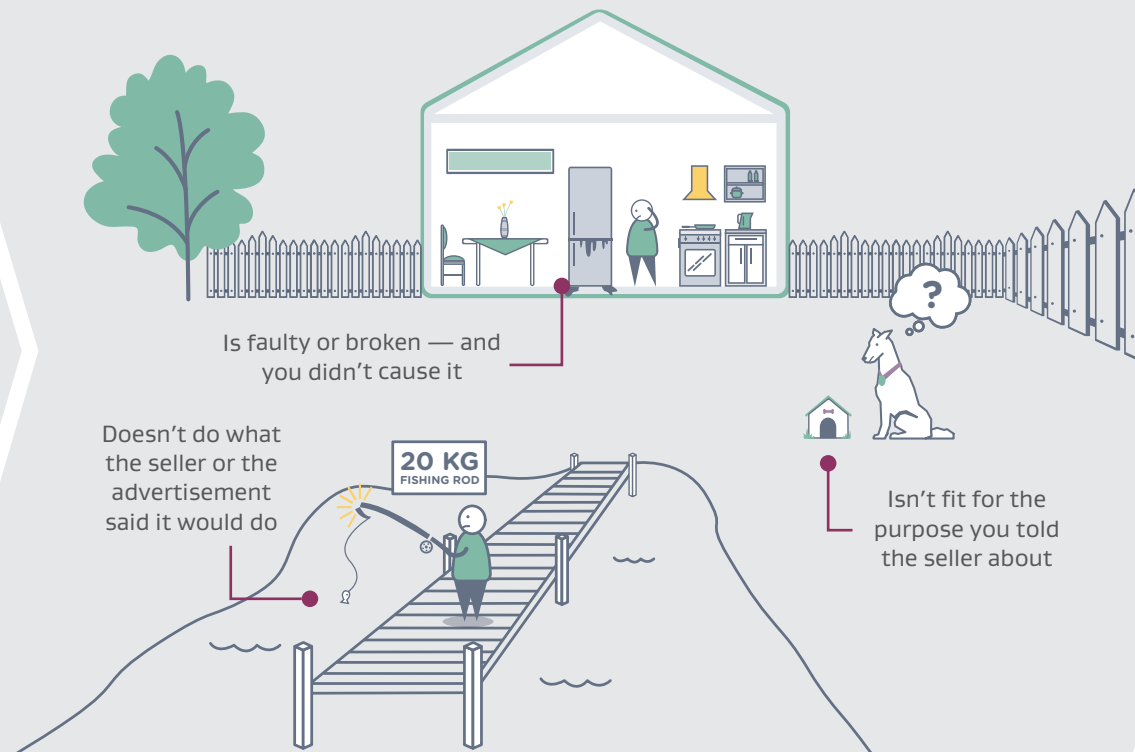


**Most businesses want you to go home happy — but sometimes there is a problem with a product you buy. Use this guide to understand when you can go back to the store to get a remedy for the issue.** This guidance applies if you purchase something from a business. This includes secondhand stores and online retailers based in New Zealand too.

If you buy from  
a business for  
personal use...



But the product you purchase...



Then you can go  
back to the business  
and seek a...

