

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

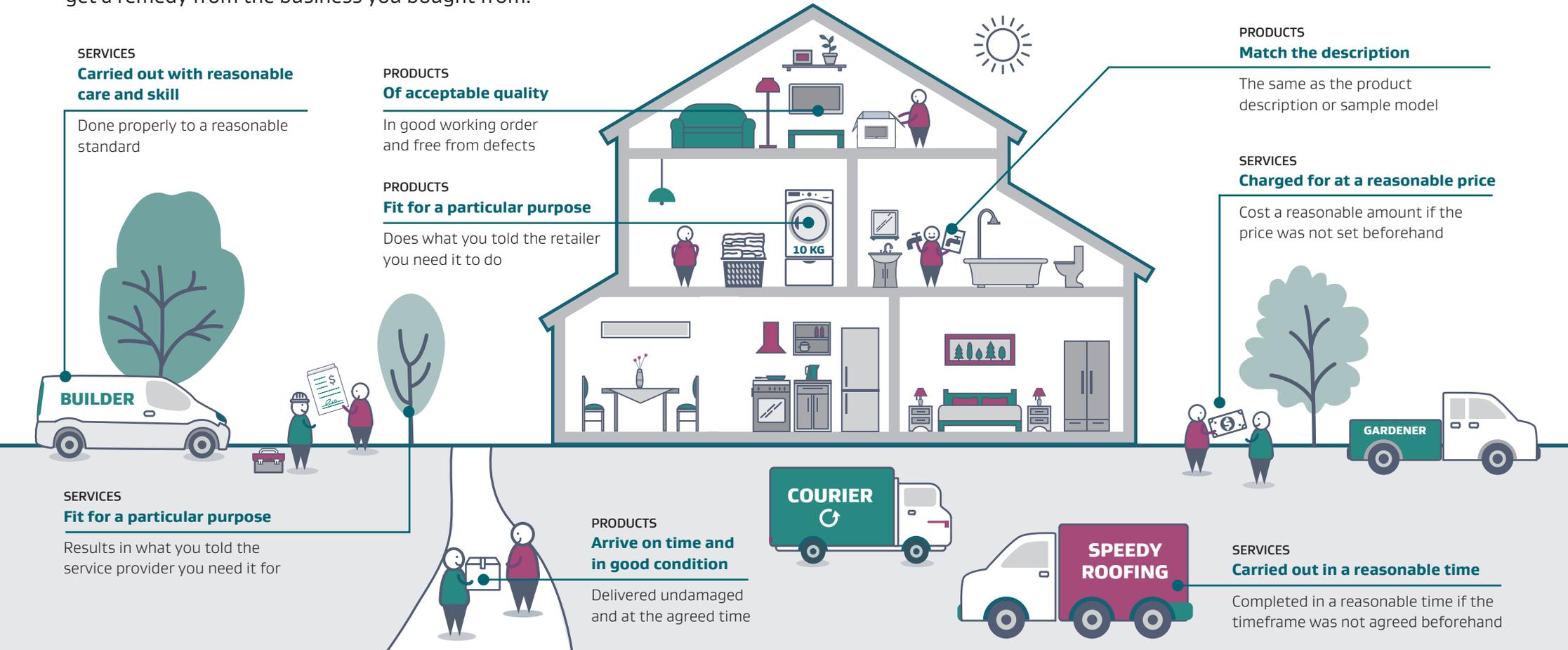
Results in what you told the service provider you need it for

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



► See **Consumer Guarantees Act** at consumerprotection.govt.nz for more tips on your consumer rights.