

# Consumer Protection

Bought a car from a dealer and things have gone wrong?



When buying from a dealer you have more rights and there is recourse available to you if you have any issues.

## Step 1

### Understand your rights

- Get guidance on your rights under the consumer laws
  - i** [consumerprotection.govt.nz/solving-issues-car-dealer](http://consumerprotection.govt.nz/solving-issues-car-dealer)
- You can also contact Consumer Protection Freephone for information about any remedies that may be available to you
  - i** 0508 426 678
- Collect all the information you can about the problem before you contact the dealer



## Step 2

### Contact the dealer

- Go back to the dealer and talk to them about the issue
- Keep a note of all discussions and record any important communication in writing
- Be really clear what you want the dealer to do to resolve the issue
- If they are unable to fix a minor issue, or if it is a serious problem, you may be entitled to reject the car and get a refund or replacement
- Don't accept a repair from the dealer as your resolution if you qualify for a refund



## Step 3

### If the trader fails to help you

- Ask an independent mechanic to give you a written report on what's wrong and how much would it cost to fix
- You may be able to get repairs done elsewhere and claim the costs from the dealer, or notify the dealer that you're rejecting the vehicle and want a refund or replacement vehicle
- If the seller is a member of the Motor Trade Association (MTA) you can contact the MTA Mediation Service
  - i** [mta.org.nz](http://mta.org.nz)
- If you're going to reject the vehicle, don't delay



## Step 4

### Resolving your dispute

- You can make a claim to the Motor Vehicle Disputes Tribunal
  - i** [justice.govt.nz/tribunals/motor-vehicle-dealer-disputes/](http://justice.govt.nz/tribunals/motor-vehicle-dealer-disputes/)
- Remember to keep records of the problem, as well as any repairs or inspections to help with your claim  
This may include:
  - the CIN (Consumer Information Notice)
  - details of the problem, including dates/times the issue has occurred
  - photos, videos or sound recordings of the thing that's gone wrong
  - details of your conversation with the trader



If you are buying from a private seller, you can check your rights and the risks involved at [www.consumerprotection.govt.nz/solving-issues-private-seller](http://www.consumerprotection.govt.nz/solving-issues-private-seller)