

Consumer Rights and Guarantees



Consumer rights and guarantees

- Consumers have a guarantee that:
 - goods they purchase from a trader are of acceptable quality. Acceptable quality includes: goods are fit for normal purpose (use), are safe, durable (able to last) and free of minor defects (problems).
 - goods they purchase from a trader are fit for a particular purpose (use) that the consumer explains to the seller.
- Consumers have the right to redress (to have the problem 'put right') if the goods and services bought do not meet their guarantees, eg, if the goods are faulty.
- Consumers have the right to expect NOT to be misled or deceived (tricked or lied to) about the goods or services they are buying.
- Consumers have the right to expect that the goods they purchase will be safe to use.
- Consumers have a right of redress (to have things 'put right') if the goods they purchase are short weight or measure.

