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…

- Is faulty or broken — and you didn’t cause it
- Doesn’t do what the seller or the advertisement said it would do
- Isn’t fit for the purpose you told the seller about

- Repair
- Replacement
- Refund

See Faulty products at consumerprotection.govt.nz for more tips on how to be a confident consumer.