

**POWER UP WITH  
THE CONSUMER  
GUARANTEES  
ACT!**



# What you must do for customers

The Consumer Guarantees Act (CGA) gives guidelines for businesses on what they must provide to customers. If a product or service you provide doesn't meet these requirements, you must give your customer a remedy. But if you buy a product or service for your business, you can't rely on the CGA for a remedy if something goes wrong.



## SERVICES

**Carried out with reasonable care and skill**

Done properly to an acceptable standard

## SERVICES

**Fit for a particular purpose**

Results in what the customer told you they needed



## SERVICES

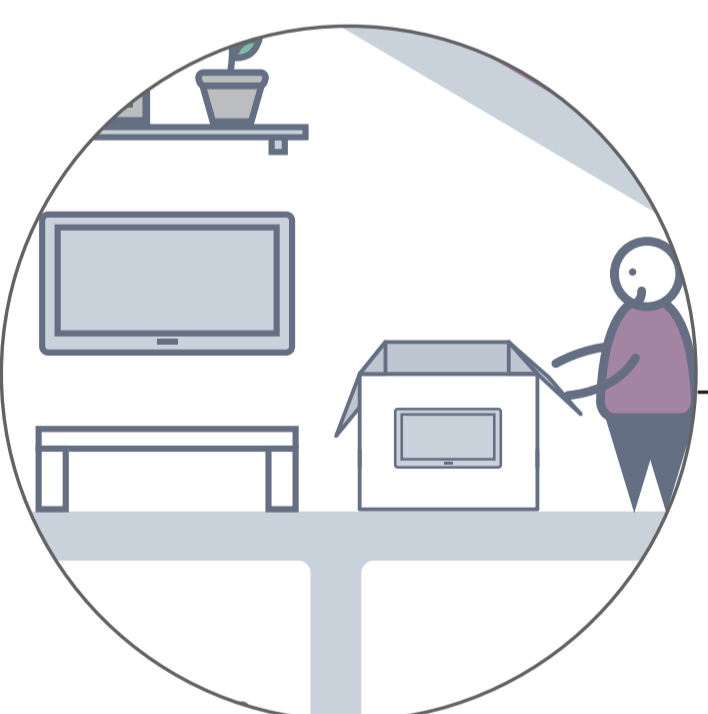
**Carried out in a reasonable time**

Completed in an acceptable time if a deadline was not agreed beforehand

## SERVICES

**Charged at a reasonable price**

Cost a reasonable amount if the price was not set beforehand



## PRODUCTS

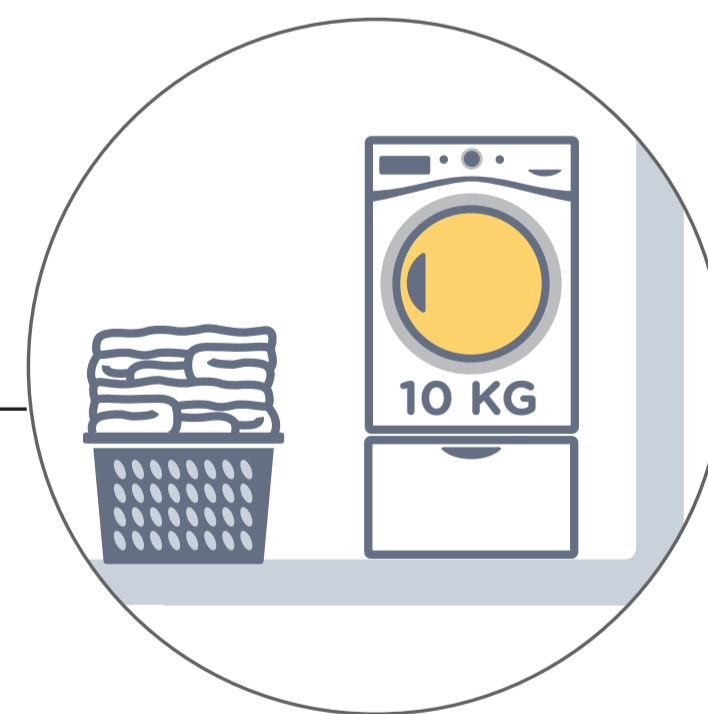
**Of acceptable quality**

In good working order and free from defects

## PRODUCTS

**Fit for a particular purpose**

Does what the customer told you they needed



## PRODUCTS

**Match the description**

The same as the product description or sample model

## PRODUCTS

**Arrive on time and in good condition**

Delivered undamaged and at the agreed time

