

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

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

SERVICES
Charged at a reasonable price

Cost a reasonable amount if the price was not set beforehand

SERVICES
Fit for a particular purpose

Results in what the customer told you they needed

PRODUCTS
Arrive on time and in good condition

Delivered undamaged and at the agreed time

SERVICES
Carried out in a reasonable time

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

