



Australian Government

australian consumer law 

# THE AUSTRALIAN CONSUMER LAW AT THE SHOPS



## **Know your rights when you go shopping**

From 1 January 2011, all Australian shoppers will have the same rights under the Australian Consumer Law.

By knowing your rights you can make informed choices and demand quality products and services.

For further information and guidance visit [www.consumerlaw.gov.au](http://www.consumerlaw.gov.au)



### **Honesty and fairness**

Businesses must not make false, misleading or deceptive claims about a product or service.

No product can be advertised if it cannot be supplied.

You are entitled not to be harassed or coerced by any retailer, service provider or their agent.

### **Information**

You are entitled to a receipt upon request.

You are entitled to pay the lowest price if more than one price is displayed.

You are entitled to see the total price, inclusive of any additional fees, charges or taxes.

### **Quality products and services**

All products must be safe, durable, free from defects, fit for purpose, acceptable in appearance, match its description and match any sample or demonstration model.

All services must be delivered with care and skill.

Businesses must honour all guarantees, including express and extended warranties.

### **Clear contracts**

You are entitled to receive a standard form consumer contract that has no unfair terms.

You are entitled to a lay-by agreement that is clearly written and easy to read. You also have the right to cancel a lay-by agreement if you wish, which may be subject to a fee.

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*A joint initiative of the Australian, State and Territory governments*