

REFUNDS, REPLACEMENTS AND REPAIRS

HAS THE PRODUCT **FAILED** TO MEET A CONSUMER GUARANTEE?

- Acceptable quality
- Fit for any specified purpose
- Match description
- Match sample or demonstration model
- Express warranties
- Title to goods
- Undisturbed possession of goods
- No undisclosed securities on goods
- Repairs and spare parts

YES

NO

Is this problem a major failure?

- Reasonable consumer would not have purchased
- Significantly different from description, sample or demonstration model, and can't be fixed easily or within a reasonable time
- Substantially unfit for common or specified purpose, and can't be fixed easily or within a reasonable time
- Unsafe

YES

NO

MAJOR FAILURE

The consumer can choose:

- refund
- replacement, or
- compensation for drop in product's value caused by the problem.

MINOR FAILURE

You can choose:

- refund
- replacement
- fix the title to the goods, if this is the problem, or
- repair within a reasonable time.

Product meets consumer guarantees

Do you have a 'change of mind' policy?

YES

NO

You must honour your 'change of mind' policy, as long as the consumer was informed of the terms and conditions at the time of sale and has met them.

You do not have to offer any remedy.