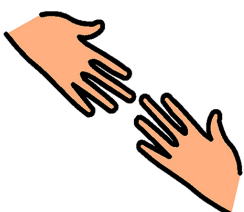


Buying furniture



Easy English fact sheet

2016



You might need help to read this fact sheet.

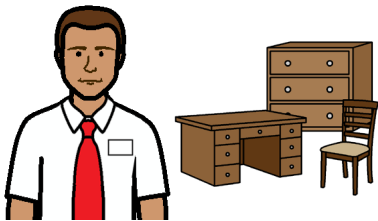
A friend, family member or support person can help you.



Before you buy furniture from a shop

- Think about what you want.
- Talk to other people about buying furniture.
- Work out how much you can spend.
- Look at furniture catalogues or magazines.
- Decide what you want.
- Decide what you need.

At the shop



The sales person should sell you the furniture you need. For example, when you want a couch for your family, you will need a couch that

- is strong
- will last a long time.



Questions you can ask

- Where does the furniture come from?
- Can I get a **warranty** in writing?
- How do I look after the furniture?

A warranty is a promise that the furniture maker gives you. There are other promises called Consumer Guarantees.

You can complain when there is a problem with your furniture. Look at page 9.

You can call Consumer Affairs Victoria to ask about warranties.

You can pay with



- cash

or

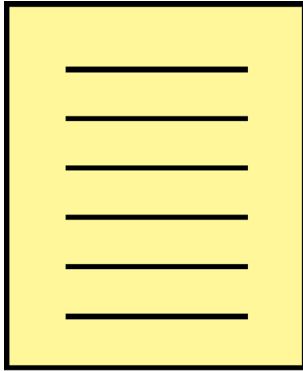


- a credit card

or



- a **loan**.



A loan is for people who do **not** have enough money to buy something.

You can get a loan from a

- bank
- credit union
- building society.



Talk to a friend, family member or a support person about loans.



Be careful.

Find out what happens if you do **not** pay the money back.



On the day you pay for your furniture

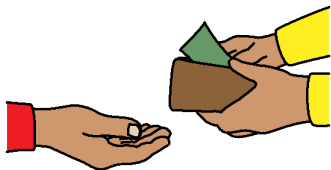
1. You will get a contract

- The contract should be fair to you and the shop.
- Read the contract carefully.
- It should be clear and easy to read.
- Do **not** sign the contract if you are unhappy.

There are laws in Victoria about contracts.

For more information call

Consumer Affairs Victoria.



2. You will pay the shop

You can pay the whole price or a **deposit**.

A deposit is part of the whole price.

You will pay the rest when you get the furniture.

Are there other ways to pay?

Yes.

There might be

- **Finance**

This is a special loan. The furniture shop might be able to help you with finance.

- **Interest free offer**

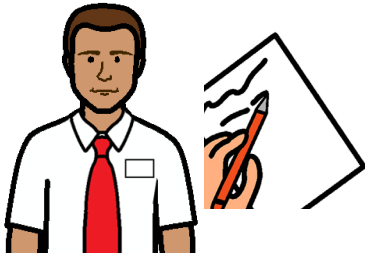
This means you pay for the furniture over a set amount of time. For example, 1 year.



Warning!

Be careful.

- You can get ripped off.
- When you pay for furniture with special loans or finance, it might cost you **a lot** more money.
- Find out what happens if you do **not** pay the money back.



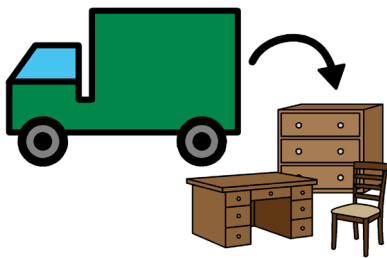
The sales person can write information about the furniture on your receipt.

For example, the furniture is from Italy.

Ask the sales person to write information on your receipt.

There are laws in Australia about this.

For more information, look at page 9.



When you get your furniture

- Check the furniture is what you ordered.
- Check there are no problems with your furniture. For example, a stain on the cushion.



Problems or complaints

If you are **not** happy and you want something fixed, this is called a complaint.

You can complain when the furniture is

- different to what you need.
- different to what you ordered.
- broken. For example,
 - a broken stitch
 - a chip in the wood.

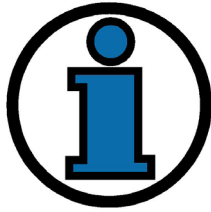


You can also complain about

- the loan
- the money contract you have.



If you are still **not** happy you can complain to Consumer Affairs Victoria.



Consumer Affairs Victoria More fact sheets and information

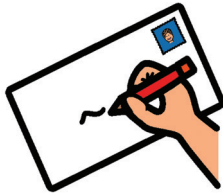
List of fact sheets in Easy English

- Buying Furniture
- Contracts
- Lay-by
- Phone and door to door sales
- Renting - starting a tenancy
- Renting - during a tenancy
- Renting - ending a tenancy
- Refunds, replacements and repairs
- Scams
- Services
- Shopping tips



Phone

1300 55 81 81



Mail

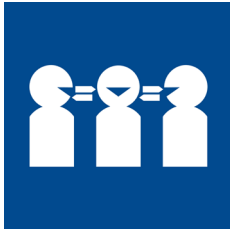
GPO Box 123

Melbourne Victoria 3001



Fax

03 8684 6295



Interpreter

131 450



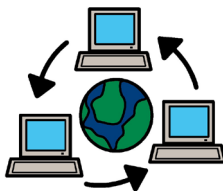
National Relay Service

133 677



Email

consumer@dgs.vic.gov.au



Website

www.consumer.vic.gov.au



This information is written in **Easy English**.

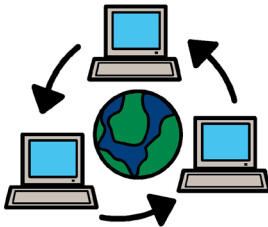
You might need more information about the law.

You can ask **Consumer Affairs Victoria**.

Updated August 2016.

Easy English fact sheet produced by Scope, July 2008.

Look at **Clear Written Communications - The Easy English Style Guide** for information about the format and writing style of this document.



You can find more information at

www.scopevic.org.au or

phone 03 9843 2000.

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Scope's Communication and Inclusion Resource Centre wrote the Easy English. August 2016 www.scopevic.org.au
To see the original contact Consumer Affairs Victoria.

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