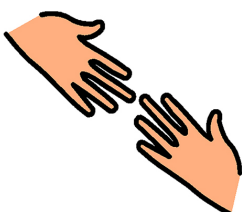


Services



Easy English fact sheet

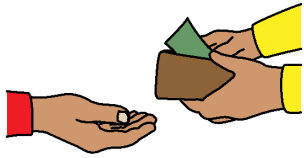
2016



You might need help to read this fact sheet.

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

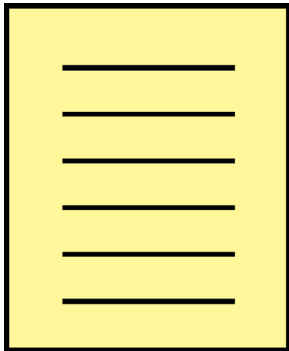
What is a service?



You pay someone to do something for you.

For example, you pay

- a hairdresser to cut your hair
- a gardener to mow your lawn
- a company for your mobile phone services.



Contracts

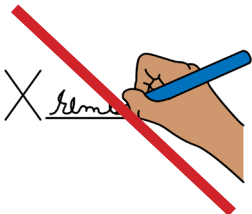
You might have a contract for a service.

For example,

- a mobile phone contract for 12 months
- an internet service for 12 months.

Read the contract carefully.

It should be clear and easy to read.

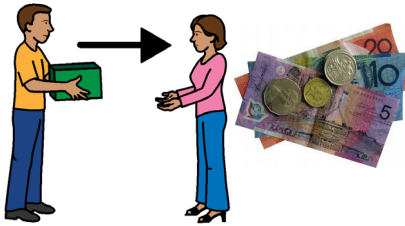


Do **not** sign the contract if you

- do **not** understand it
- think it is unfair.

There are laws in Victoria about contracts.

For more information call
Consumer Affairs Victoria.



Sometimes things can go wrong.

When it is **not** your fault you can ask
the shop or business for

- a **refund**
- or
- **compensation.**

A refund means the shop or business gives
you all or some of your money back.

Compensation means the shop or business
pays you some money. For example,
a hairdresser spills hair dye on your shirt.
You can ask the hairdresser to pay for the
cost of your shirt.



You can get a refund or stop a contract when

- the person did not do the job properly.
- the job took much longer than normal.
- something big is wrong. You would not have bought it if you knew.
- you did not get what you asked for

and

the problem can **not** be fixed easily.

- the service is **not** safe for you or others.

This means it can

- hurt you or someone else
- cause a fire.

What can you do?



Call the shop or business you got the service from.

- Tell them what is wrong.
- Ask the shop or business to fix it.

You can keep going with the contract

and

the shop or business will give you back some money.

This is called the difference between what you paid and what you got.

You can ask for all your money back if the problem is really big. This is a full refund.



You may not be able to get a refund if

- you have changed your mind and there was nothing wrong with the service
- something small is wrong and they can fix it for you quickly.

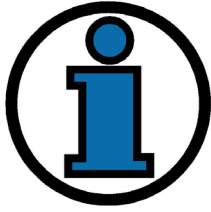


Remember

When you buy a service or sign a contract you must ask for

- a quote
- or
- a copy of the contract.

Keep the contract in a safe place.



Consumer Affairs Victoria More fact sheets and information

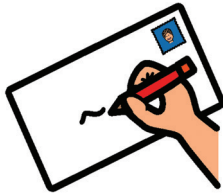
List of fact sheets in Easy English

- 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

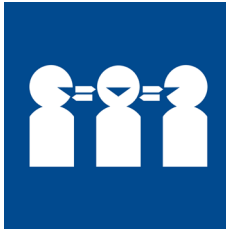
GPO Box 123

Melbourne Victoria 3001



Fax

03 8684 6295



Interpreter

131 450



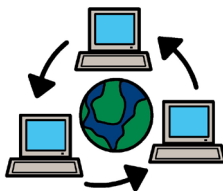
National Relay Service

133 677



Email

consumer@justice.vic.gov.au



Website

www.consumer.vic.gov.au



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

You might need more information about the law.

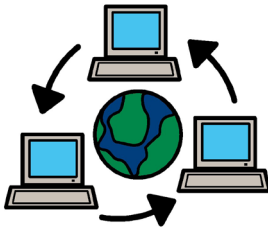
You can ask **Consumer Affairs Victoria**.

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
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