REFUNDS, REPLACEMENTS AND REPAIRS





HAS THE PRODUCT FAILED TO MEET A CONSUMER GUARANTEE?

- \rightarrow Acceptable quality
- \rightarrow Fit for any specified purpose
- → Match description
- → Match sample or demonstration model
- → Express warranties

- \rightarrow Title to goods
- → Undisturbed possession of goods
- \rightarrow No undisclosed securities on goods
- \rightarrow Repairs and spare parts



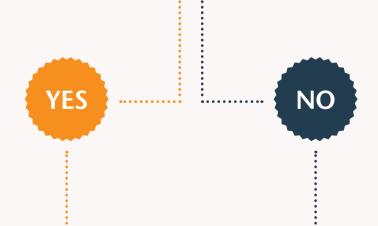
Is this problem a major failure?

- 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

Product meets consumer guarantees Do you have a 'change of mind' policy?

NO





MAJOR FAILURE The consumer can choose:

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

MINOR FAILURE

You can choose:

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

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.



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