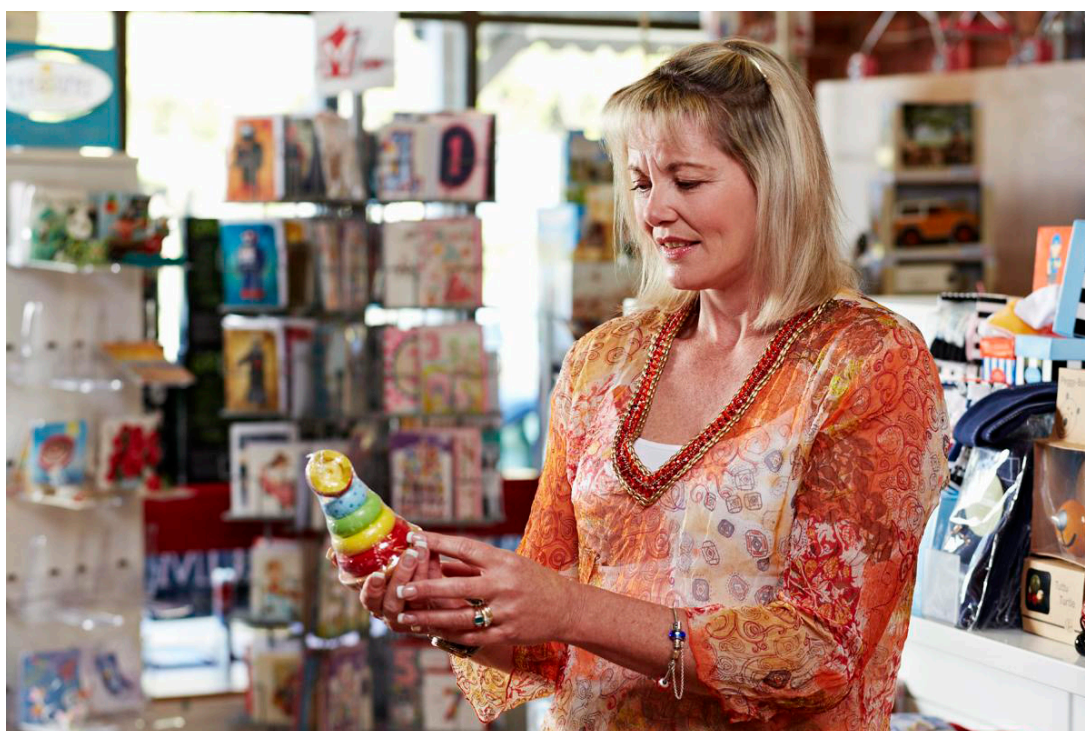
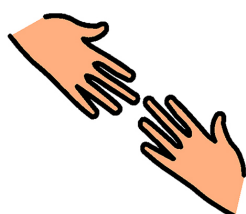


Refunds, replacements and repairs



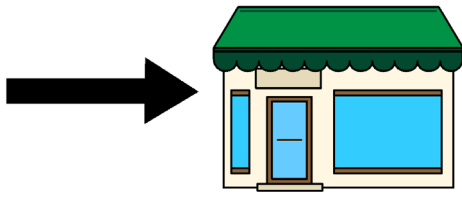
Easy English fact sheet

2016



You might need help to read this fact sheet.

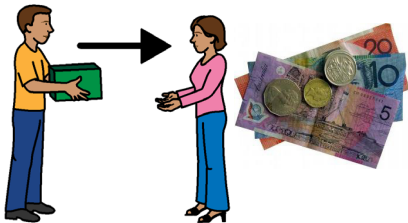
A friend, family member or support person can help you.



Sometimes there is something wrong with a product you bought. You can take the product back to the shop.

The shop can

- give you a refund
- or
- give you a replacement
- or
- repair it for you.



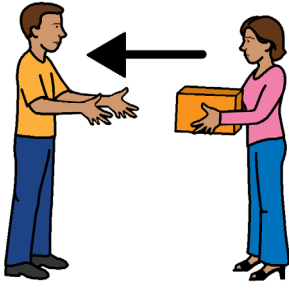
What is a refund?

The shop gives you your money back.

An **exchange** or **credit** is not a refund.

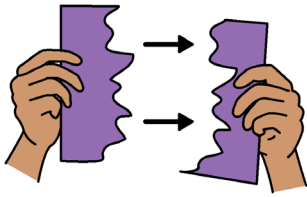
An exchange means you swap the product for another product. It could be the same product or a different one.

Credit is like a voucher for the shop. You can buy something later.



What is a replacement?

The shop gives you a new one.



What is a repair?

The shop can fix it for you.

When can you get a refund, replacement or repair?



The product

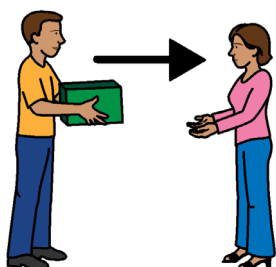
- is broken and it is not your fault.
- does **not** do what you want.
- the product does **not** do what it should do.
- is different to the product you saw in the shop. For example, it is a different size or colour.
- is **not** safe.



A product is not safe if you use it properly and

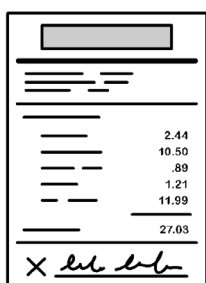
- it can hurt you
- it can cause a fire
- it breaks easily.

How can you get a refund, a replacement or a repair?



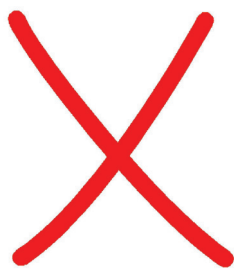
Take the product back to the shop you bought it from.

Show your



- receipt
- credit or debit card slip
- or
- bank statement.

Explain what went wrong.



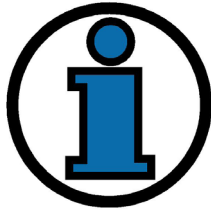
You may not get a refund or replacement if

- there is nothing wrong with the product and you just changed your mind. You might get an exchange or a credit instead.
- they can fix it for you.
- you bought the product for someone else and they do not want it.
- you knew the product was broken when you bought it. For example, you paid less for the product because it was already broken.
- you broke the product and it was your fault.



Remember

- When you buy a product always ask for
 - a receipt
 - or
 - a credit or debit card slip.
- Keep your receipt in a safe place.



Consumer Affairs Victoria

More fact sheets and information

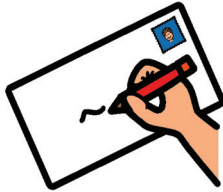
List of fact sheets in Easy English

- 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

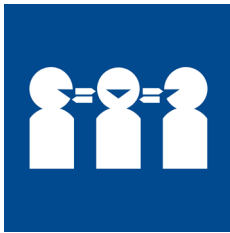
GPO Box 123

Melbourne Victoria 3001



Fax

03 8684 6295



Interpreter

131 450



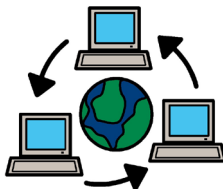
National Relay Service

133 677



Email

consumer@dgs.vic.gov.au



Website

www.consumer.vic.gov.au



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

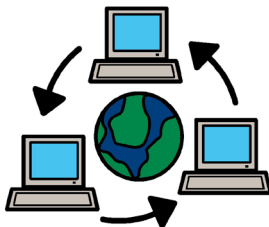
You might need more information
about the law.

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
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You can find more information at

www.scopevic.org.au or

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