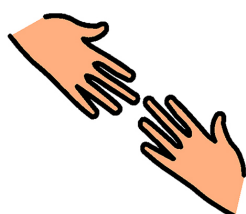


Shopping tips



Easy English fact sheet

2016



You might need help to read this fact sheet.

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



Your money

- Decide how much money you can spend.
- Decide how you will pay for the product.

You might use

- cash
- credit card or store credit card
- lay-by
- finance. This is a special loan.



Warning!

Be careful when you pay for things with finance. Finance might cost you a lot more money.

Find out what happens if you make late payments or you do **not** pay the money back.

Always check that you will not get an unfair deal.

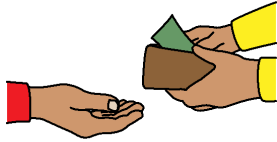
✓	_____
✓	_____
✓	_____
✓	_____
✓	_____

Find out about the product

- Talk to a friend, family member or support person.
- Look at magazines. For example, Choice Magazine writes about the tests they do on different products.
- Ask different shops about
 - different brands and **warranty**
 - their rules for refunds and returns
 - delivery times and prices
 - how they can help you if the product breaks or you change your mind
 - where to complain if there is a problem.

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

Call Consumer Affairs Victoria when you do not understand the promise you get from the business.



You are ready to buy when

You know

- how much money you can spend.
- about the product you want. For example, the brand and the quality
- the best deal. This means the best
 - price
 - delivery prices
 - help, before and after you buy the product.



Consumer Affairs Victoria

More fact sheets and information

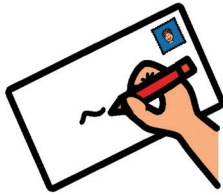
List of fact sheets in Easy English

- 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

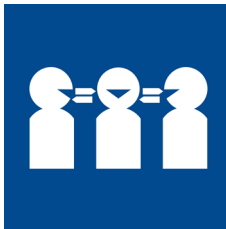
GPO Box 123

Melbourne Victoria 3001



Fax

03 8684 6295



Interpreter

131 450

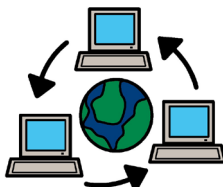


National Relay Service 133 677



Email

consumer@dgs.vic.gov.au



Website

www.consumer.vic.gov.au



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

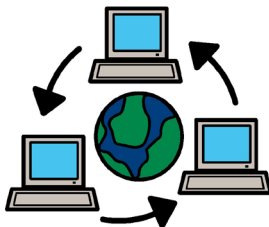
You might need more information
about the law.

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.

© Scope (Aust) Ltd. You may use this document for your own personal, non-commercial purposes **only**. You must not use the document for any other purpose, and must not copy, reproduce, digitise, communicate, adapt, modify the document or any part of it (or authorise any other person to do so) without the prior consent of Scope (Aust) Ltd.

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.

The Picture Communication Symbols ©1981–2010 by Mayer-Johnson LLC. All Rights Reserved Worldwide. Used with permission.

Boardmaker™ is a trademark of Mayer-Johnson LLC.

Valuing People ClipArt © Inspired Services, UK.

www.inspiredservices.org.uk

Change pictures © 2011. www.changepeople.co.uk.