

Facts



Information

www.consumer.tas.gov.au

Hotline : 1300 65 44 99



Refunds

Every year thousands of Tasmanian consumers seek a refund on goods and services. It is important to know your refund rights.

Should a business give a refund?

Yes if:

- *Faulty or damaged.*

Broken, or will not work.

- *Unfit for purpose.*

Means it will not do what it is supposed to do.

- *Does not agree with description.*

For example, leather upper and vinyl shoe is not an all leather shoe.

- *Does not comply with the sample shown.*

The goods sold to the customer were different to the item advertised or on display.

No if:

- *The customer changes their mind.*

After buying the item.

- *Found it cheaper elsewhere.*

It was \$10 cheaper at the shop around the corner.

- *Decided it was too expensive.*

The customer realises now it is too expensive for them.

- *Knew about a particular fault prior to purchase.*

The fault was pointed out at then time of sale.

- *The customer was responsible for causing the fault.*

You accidentally drop it when unwrapping it.

'No Refund' Signs

It is misleading for shops to display a sign that says that refunds are not provided. A shop must refund if the request fits the right category. It is also wrong for a shop to advertise that there are no refunds on sale items. Even if goods are on sale, a consumer is entitled to a refund if goods are faulty, not fit for the purpose that they were sold for, does not match the description, or does not comply with a sample provided. However, if goods are reduced because they are faulty, then a consumer is not entitled to ask for a refund if they knew of the fault before purchase.

Consumer Affairs and Fair Trading have signs that explain refund rights for shops to display. The signs are free.



Consumer Affairs and Fair Trading

Maintaining a fair, safe and equitable marketplace