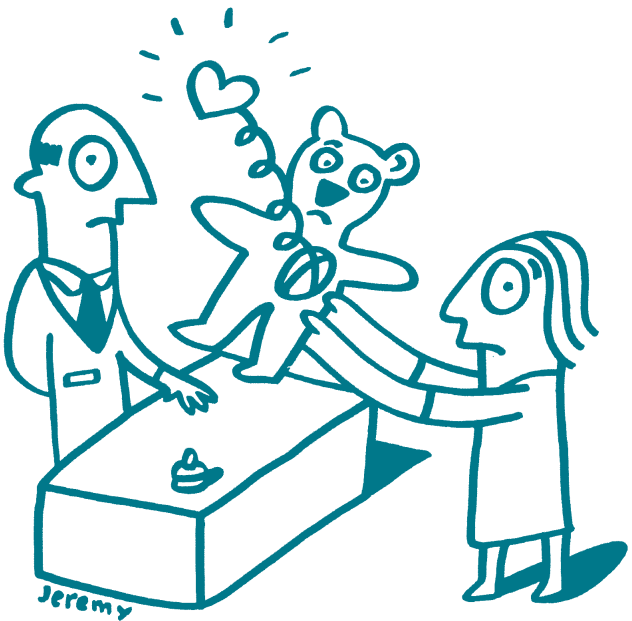




Warranties & refunds



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This publication deals broadly with what consumers and businesses need to know about basic warranty and refund rights and obligations. It does not deal with private sales between individuals. It is not legal advice.

If you need to know more, contact your nearest ACCC office or state/territory consumer affairs office. Contact details are at the back of this publication.

This publication describes provisions of the Commonwealth *Trade Practices Act 1974*. All states and territories have fair trading Acts which deal with transactions undertaken by consumers within their state.

The provisions relating to warranties and refunds in these Acts mirror the Part V provisions of the Trade Practices Act discussed in this publication.

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Overview



The term ‘warranty’ is often used to describe certain ‘promises’ that a seller makes in every sale.

The Trade Practices Act implies certain promises into all consumer contracts. These statutory warranties and statutory conditions are referred to as **statutory rights** or **implied warranties and conditions**.

Other ‘promises’ can be made voluntarily by a seller. These generally provide a higher level of customer service in the event of problems that arise after the sale. They are known as **voluntary warranties** and **extended warranties**, and are provided in addition to statutory warranties and conditions.

Investigations by the Australian Competition and Consumer Commission show that many retailers, service providers and manufacturers do not understand the difference between voluntary warranties and the statutory rights provided by the Act. For example, many businesses:

- refuse to refund the full purchase price of defective goods, or
- unreasonably charge for freight on returned defective goods, or
- refuse to replace goods where consumers have valid claims, or
- limit the period in which a consumer can make a claim.

All of these are likely to violate a consumer’s statutory rights.

Voluntary warranties

These are the written and oral warranties commonly supplied with a product or service. They are also known as **express** warranties.

The Act does not require any business to provide a voluntary warranty. However, when they are provided, consumers should note their terms and conditions.

Sellers are legally obliged to stand by their voluntary warranties once put in place. The general rule is that if promises are made they must be kept. Sellers must also honour any promises they make about the future availability of services, spare parts and replacement parts.

No matter what voluntary warranties provide or offer, the statutory rights under the Act still apply. These rights are discussed in detail below. A breach of statutory rights is a breach of contract with the consumer.

Purchased and extended warranties

Sellers sometimes encourage consumers to buy a service contract where no voluntary warranty is otherwise provided, or pay to extend a voluntary warranty that is provided.

Although they are often called 'purchased warranties' or 'extended warranties' these are actually service or insurance contracts, not warranties. Such contracts are sold separately to provide repair and maintenance for a specified period.

Consumers should check whether the likely benefits of these contracts justify the additional cost and especially that the extended warranty is not duplicating statutory rights that exist anyway.

Sellers who offer such warranties risk breaching the Act if they misrepresent either the real benefits or a consumer's need for them.

Consumer protection under the Trade Practices Act



Statutory rights are implied into all **consumer** transactions for cash, credit, hire purchase, lease, hire, second-hand goods or exchange. They apply regardless of whether or not there is a written contract in place.

Who is a consumer?

The Trade Practices Act says that a 'consumer' is a person (including a corporation) who acquires:

- goods or services of a type normally bought for personal or household use, whatever the cost, or
- any other type of goods or services costing \$40 000 or less, or
- a commercial road vehicle or trailer of any cost that is used mainly to transport goods on public roads

provided that the goods are not acquired solely for reselling or for using up or transforming commercially to produce, repair or treat other goods (s. 4B).

Statutory rights

The statutory rights give consumers a basic, guaranteed level of protection for the goods and services they acquire and they cannot be excluded by the seller.

Because the rights are implied into each consumer contract, consumers must pursue their own action when they believe that their statutory rights have been breached.

There are two types of statutory rights implied by the Act: statutory warranties and statutory conditions.

The difference between conditions and warranties becomes important when a decision is being made about the appropriate remedy if something goes wrong.

Statutory warranties

The Trade Practices Act implies the following statutory warranties into consumer contracts.

- The consumer is entitled to enjoy **quiet possession** of the goods and to **own the goods outright** (s. 69).

The warranty of quiet possession means that the supplier or anyone claiming title through the supplier will not disturb the consumer's quiet possession of the goods.

Owning the goods outright means that there is no money owing on the product acquired. If there is, the supplier of the good must disclose any encumbrance or debt owed on the goods before finalising the sale contract.

- Services must be carried out with **due care and skill** (s. 74(1)).

Services must be carried out with due care and skill and any materials supplied in connection with the services must be reasonably fit for the purpose for which they were supplied.

- Services (except those provided professionally by architects and engineers) and any materials associated with them must be **fit for the purpose** for which they are supplied (s. 74(2)). That is, they should achieve the result that the consumer made known to the supplier, unless the consumer did not rely, or it was unreasonable to rely, on the supplier's skill and judgment.

However, consumers have responsibilities too. They must make it clear to the service provider what they want done. If a consumer insists on having the service carried out in a particular way or with particular materials, the service provider cannot be held responsible if the result is unsatisfactory because the method or materials were unsuitable.

Statutory conditions

The Trade Practices Act implies the following conditions into consumer contracts.

- The supplier must be able to give the consumer **clear title** to the goods, including goods bought at auction (s. 69).

In other words, consumers can expect to own the goods outright. Any legal restriction on ownership should be fully and clearly explained before the sale.

- The goods must be of **merchantable quality**. This means that they must meet a basic level of quality and performance that would be reasonable to expect, considering their price and the manner in which they are described (ss. 71(1) and 66(2)).

For example, a shoe should not lose a heel the first time it is worn, and a new car should not have rust. However, a loose door handle on a car may not make the car unmerchantable.

- The goods must be **fit for their purpose**. This means that they must be suitable for any particular purpose the consumer made known to the supplier when negotiating or arranging to buy them, or a purpose that is obvious from the circumstances in which the sale took place (s. 71(2)).

For example, if a consumer tells sales staff that they are buying tiles for an outdoor patio and less durable indoor tiles are supplied, the goods may not be fit for their purpose.

- Goods that are supplied by **description or sample** must correspond with the description or sample (ss. 70 and 72).

For example, any carpet laid must be the same quality and colour as the sample the consumer chose from.

Some statutory rights also exist in other state and territory legislation. Check with your local consumer protection agency for details.

Statutory rights cannot be excluded

A business must not exclude, restrict or modify the statutory rights. Any term of a contract that attempts to do so will be void—that is, of no effect (s. 68).

Although the ACCC cannot take action for breach of contract, it can take legal proceedings against a business that states or implies that its liability is limited in relation to statutory rights, for example, by stating or implying that no refunds will be given under any circumstances.

The ACCC takes such conduct very seriously.

Spare parts

Manufacturers and importers have a legal obligation to ensure that repair facilities and spare parts are reasonably available (s. 74F).

If such parts and facilities are not reasonably available consumers who suffer damage as a result may claim compensation. This obligation is above and beyond any voluntary warranty placed on goods by the manufacturer.

What is regarded as reasonably available will vary depending, for example, on the nature of the product and its expected useful life. There is no minimum statutory period for a manufacturer or importer to provide facilities and spare parts for repair.

However, a manufacturer or importer will remain liable in damages for up to 10 years if the failure to provide repair facilities and parts is found to be unreasonable in all the circumstances.

Second-hand goods

Statutory rights apply whether the goods are new, 'seconds' or second-hand. Depending on the circumstances, a consumer can expect that goods or services will meet the basic requirements outlined above.

For example, a consumer can expect a second-hand vacuum cleaner to work without any repairs if it has been sold for the purpose of vacuuming as opposed to having been sold for spare parts. Depending on circumstances such as price and age, it may not be expected to last as long, or perform to the same standard as a new one.

Goods bought at auction

Apart from implied rights in relation to clear title, quiet possession and owning the goods outright, the statutory rights do not cover goods bought at auction.

However, the seller is obliged to ensure that the goods comply with other provisions of the Act, including those relating to misleading and deceptive conduct and false or misleading representations.

Liability of credit providers

A credit provider who regularly arranges finance for a supplier's customers (who is 'linked' to the supplier) may be jointly liable with the supplier to compensate a consumer in the event of misrepresentation, breach of contract, failure of consideration or breach of a statutory right by the supplier (s. 73(1)).

Remedies

When a problem arises in a consumer transaction, an appropriate remedy should be negotiated between the parties involved if possible.

The ACCC cannot take court action if a supplier fails to meet its obligations by breaching the statutory rights implied by the Act. However, when loss or damage is suffered because of a breach, consumers may seek compensation by bringing a private court action against the supplier.

The appropriate remedy will depend on the particular circumstances and may include:

- repair or replacement of the goods
- resupply of the goods or services
- payment for these things to be done, or
- refunds (in **some** circumstances).

Refunds

Refunds will be available in some circumstances.

It is important to distinguish between statutory conditions and statutory warranties because they will determine if a consumer is entitled to a refund. Consumers should also be aware that they may only be entitled to a partial refund if the fault develops after the consumer has enjoyed some use of the item.

Statutory conditions are the essential terms of a contract.

Statutory warranties on the other hand are secondary considerations that are important, but do not 'make or break' the deal.

When there is a breach of a statutory condition consumers can cancel the contract and obtain a refund (s. 75A). Alternatively, other practical remedies such as replacement or repair could be agreed between the parties.

If disputes are heard by a court, the court has the power to award compensation for any additional losses, for example if a defect in an appliance causes damage to a consumer's home.

Advice for consumers



Before buying, consumers should:

- think about what they want the product to do
- shop around for the best deal
- compare quality and price
- ask for advice
- inspect goods carefully
- read any voluntary warranty carefully
- get voluntary oral warranties in writing.

After buying, consumers should keep all invoices, dockets, credit card receipts and cheque stubs as proof of purchase.

If something goes wrong (and the fault was **not** caused by the consumer), consumers should:

- stop using the goods
- let the seller know as soon as possible
- look after the goods until they are returned
- return the goods or write to the seller giving details of the fault and propose a solution, e.g. a refund, a partial refund, repair or replacement.

—While there are no set time limits, this should be done as soon as possible after the fault has come to the attention of the consumer.

—There are, however, time limits for bringing a legal action.

- when returning goods, take proof of purchase where possible, e.g. a receipt or credit card slip.

If there is a dispute, ask to speak to the person in charge and explain the problem calmly and clearly to them. Often things can be settled there and then.

If goods are left with the store, get a receipt.

The law aims to give both consumers and sellers a fair go. It is not designed to protect consumers if they are careless or unreasonable in their demands.

Checklist



It is sometimes difficult for consumers to decide if goods have faults that would entitle them to a refund. The following suggested checks may help consumers and sellers reach agreement.

- Were the manufacturer's instructions followed?
- Was the fault caused by something the consumer failed to do (e.g. not getting the item regularly serviced as recommended by the manufacturer)?
- Has the item been misused or abused (e.g. dropped)?
- Is the fault a major one that really reduces the value or performance?
- Did the performance fall well short of what the consumer was led to expect?
- Could the problems have been expected, given the item's quality, age and price?

Examples

In the ACCC's view a consumer is entitled to a refund if a TV that could be expected to last at least 10 years develops a serious fault after 12 months.

A consumer would probably be more than satisfied with a two-year run from a \$10 watch but not if it had cost \$2000.

If a consumer advises a store they are specifically seeking an ovenproof dish and one recommended by the store cracks when it is put in the oven, the dish is not fit for the purpose for which it was supplied and the consumer is entitled to a refund.

Does the product you acquired not meet one of the statutory conditions or warranties?

Does one or more of the following apply to your transaction?

- You do not have clear title in the product.
- The product is not of merchantable quality.
- It is not fit for purpose that you told the seller you needed it for.
- It does not match the description or sample you were shown.

If so, then you may have legal grounds for obtaining a remedy from the seller (or manufacturer or importer).

Try to sort it out by doing the following:

- Return the goods to the supplier, ensuring you do not damage them in any way—provide proof of purchase when possible.
- You may have to ask to speak specifically with the store's manager or owner.
- If you are unsuccessful approaching the seller face to face, put your complaint in writing (see letter of demand example on page 15).
- At this stage you may also like to seek a remedy directly from the manufacturer or importer, although the right to rescind the contract and obtain a refund is only available if you bought directly from the manufacturer.

Does the service you paid for not meet one of the statutory warranties?

- The service was not carried out with due care and skill.
- The materials provided with it were not fit for the purpose for which they were supplied.

If so, then you may have legal grounds for obtaining a remedy from the seller (or manufacturer or importer).

Try to sort it out by doing the following:

- Return to the place of business.
— In most cases where a service has been provided the trader should have a record of it in their appointment book or diary, so proof of purchase is probably not so important.
- Approach the manager or owner of the business and explain your complaint calmly.
- In some cases the person that performed the services will not be the manager or owner of the business, so you may need to approach them also to see what they remember about your transaction.
- If you are not successful approaching the manager/owner face to face, then put your complaint in writing to them setting out the details of your complaint (see letter of demand on page 15).

Putting your complaint in writing

The advantages of putting your complaint in writing are that it informs the trader or manufacturer of the precise nature of the problem and allows you to state exactly what you would like done to remedy it. You should include in your letter:

- the date of purchase
- an outline of the problem
- your request for a remedy (whether it be a refund, a replacement item or other remedy)
- date when you expect to hear from them
- your contact details.

You may like to include a copy of your receipt of purchase of the product. Ensure that you keep a copy of the letter along with the originals of any receipts that you send to the trader.

In the case of services you probably only need to state who served you, what you told them you wanted done, what service was provided to you and the date of the service.

On the next page is a sample letter that may help you with writing to the manufacturer or trader to lodge your complaint. Sections in square brackets should be deleted or relevant information inserted as necessary.

Letter of demand

Dear Sir/Madam

Letter of demand [*heading optional*]

I have spoken to the local office of fair trading which has advised me to put my complaint in writing to you.

I am writing to seek a refund for a television cabinet I bought at your store on [X June 200X].

After having the cabinet delivered 2 weeks after purchase, I began placing items into it. I noticed that the hinges on the door of the cabinet do not allow it to open and close smoothly and the doors do not meet evenly when closed. Also, the stain on the cabinet is not evenly applied, with one half of the cabinet being darker than the other.

I feel this is not of merchantable quality and does not match the sample cabinet I was shown when I was in your store. I would like a refund on the cabinet as I expected the same quality in a product to the one I was shown in your store. Alternatively I would like another cabinet of the same quality and finish as the sample I was shown.

Please contact me by [*a reasonable time, usually at least 7 days*] to advise what suitable arrangements you will make for replacement or refund. If I do not hear from you by this date I will have no option but to formally refer this matter to the Office of Fair Trading for their further investigation. I can be contacted on [XXXX XXXX] during working hours or after hours on [YYYY YYYY] to discuss this matter further. I trust this will be dealt with promptly.

Yours sincerely

If you are still unsuccessful in obtaining a remedy after you put your complaint in writing, other organisations may be able to help you. See the back of this publication for contact details.

Packaging

Goods do not have to be returned with the original packaging to obtain a refund for breach of a statutory condition.

Warranty cards

Consumers' statutory rights apply whether or not the purchaser returned a manufacturer's warranty card or notice provided with the goods. These relate specifically to voluntary warranties which are provided in addition to statutory rights.

Freight costs for repairs

In the ACCC's view, if faulty goods have to be returned to the place where they were bought, any reasonable freight costs should be borne by the seller. This could be the manufacturer if goods were bought direct from the manufacturer. What is reasonable will depend on the circumstances.

Advice for sellers



The seller must deal with any problems that arise in relation to the statutory rights discussed above.

The seller will usually be a retailer but may be a manufacturer if the consumer bought goods or services directly from the manufacturer.

Sellers must ensure for example that any goods they supply are of merchantable quality, are fit for their purpose and match any sample or description given to the consumer before the sale.

When goods do not satisfy the statutory rights, sellers must take appropriate action to rectify the problem.

Breach of a statutory condition

If goods are so defective that they breach a **condition** described above (for example, they do not work, break down or develop a serious fault that cannot be rectified within reasonable limits) then the contract should be cancelled. That is, the seller should accept return of the goods and refund the customer's money.

If a refund is provided, the seller should pay the customer in cash if the good was paid for in cash. When the customer used shop accounts or credit cards then the seller should re-credit their account with the relevant amount.

If goods were bought on terms, consumers are entitled to refunds of any payments made, and to have any outstanding balance on the goods cancelled.

The ACCC believes that consumers may be entitled to a refund for partly consumed products that are not of merchantable quality, depending on the particular circumstances, including the extent to which the product has been consumed.

In the ACCC's view, if faulty goods have to be returned to the place where they were bought, any reasonable freight costs should be borne by the seller. This could be the manufacturer if goods were bought direct from the manufacturer. What is reasonable will depend on the circumstances.

However, the seller and customer can negotiate other solutions such as replacement or repairs.

Breach of a statutory warranty

If there has been a breach of a statutory warranty, consumers may be entitled to:

- repair costs
- replacement of goods
- performing services again, and/or
- damages caused by the breach.

Limiting liability

Sellers cannot limit liability for goods or services that are of a kind normally bought for personal or household use, whatever the cost.

Examples of goods bought for personal or household use include a pair of shoes, a washing machine, a book and a family car.

Sellers may be able to limit liability on other types of transactions provided that reliance upon the term limiting liability is not unfair or unreasonable in the circumstances (s. 68A).

In the case of goods, liability may be limited to:

- repairing or replacing the goods
- supplying equivalent goods
- paying to have the goods repaired, or
- paying to have the goods replaced or equivalent goods supplied.

In the case of services, liability may be limited to:

- resupplying, or
- paying the cost of resupplying the services.

Liability may be limited for the supply of recreational services, such as sporting activities. This means that liability for due care and skill and reasonable fitness for purpose may be excluded, restricted or modified (s. 68B).

Refunds

Generally, sellers do not have to give refunds, credit or exchanges if consumers:

- simply change their minds, decide they do not like the goods or have no use for them (except, for example, when door to door sales legislation provides for a cooling off period)
- have discovered they can buy the goods more cheaply elsewhere
- examined the goods before buying and ought to have seen any obvious fault
- had the defect drawn to their attention before buying (e.g. when the goods were labelled as seconds and faults were clearly marked), or
- damaged the good by unreasonable or unintended use.

It is a good idea to note defects on the original invoice or sales docket, to avoid later disputes.

Sellers are entitled to ask for proof of purchase when goods are returned. Sellers are not liable if:

- goods become unfit for a particular purpose after leaving their control, or
- it is unreasonable for the consumer to rely on the seller's skill and judgment.

Such limitations must be fair and reasonable.

'No refund' signs

Some sellers have a policy on refunds and may choose to display signs so consumers know where they stand before buying.

Businesses do not have to use signs but if they do they must not mislead consumers about their statutory right to a refund. For example, signs should not say:

No refunds

No refunds after 7 days

We will exchange or repair or give credit notes but we do not refund

as this is likely to give the misleading impression that the consumer has no right to a refund in any circumstances. In fact, consumers do have a right to a refund if there has been a breach of a statutory condition.

Disclaimers in small print could be considered misleading even if the information they contain is accurate because customers may not see them.

'No responsibility' signs

Some service providers try to limit their responsibility by using signs such as

No responsibility for loss or damage

Goods left for repair at your own risk

All care but no responsibility

Such signs are misleading because they imply that consumers have no rights in relation to services that are not supplied with due care and skill.

A consumer must be compensated for repairs or services that are not carried out with appropriate care and skill, for example, carpet cleaners are responsible for making sure the carpet doesn't shrink and the furniture isn't damaged.

This applies not just to repair shops and service centres, but to all facilities offering services such as parking stations, recreation centres and ski lifts.

Businesses that mislead consumers about their rights breach the Trade Practices Act and risk fines of up to \$1.1 million for companies and \$220 000 for individuals.

Sellers' rights against manufacturers

Sellers, manufacturers and importers all have obligations to consumers.

If there has been a breach of a statutory condition the seller (usually the retailer) is responsible for providing the refund. However, the retailer may have a right to claim compensation from its supplier.

Although the law is designed mainly to protect consumers, it also protects retailers and wholesalers by putting the responsibility for manufacturing or design faults onto manufacturers, or onto importers and owners of brand names who are not the original manufacturer (s. 74H). If a refund has been given on goods that have a design or manufacturing fault (for example, a hammer drill fails after only one month's use), the seller can make a claim against the manufacturer or importer.

Manufacturers cannot impose misleading conditions on supply terms, for example, by attempting to limit warranty claims to the terms of their own voluntary warranties.

Some manufacturers state, for example, that retailers must return goods in the original packaging and cover the cost of freight. However, such conditions cannot be imposed if the goods are returned in accordance with a statutory condition or warranty.

Advice for manufacturers and importers



A consumer may also claim compensation direct from the manufacturer or importer. This can apply if the consumer bought direct from the manufacturer or importer or if the consumer cannot get any help from the seller. The manufacturer is liable to compensate consumers for goods that are:

- not of merchantable quality, not fit for the stated purpose, do not match the sample or description, or do not comply with voluntary warranties
- of a type normally acquired for personal, domestic or household use.

The consumer can be the original buyer or a subsequent owner (such as someone who has been given the product or bought it second-hand), provided the goods are not acquired for the purpose of resupply.

Consumers may recover loss or damage including, where appropriate, consequential loss (ss. 74B to 74E).

The manufacturer or importer would not be liable to remedy a breach of a statutory warranty if the problem was caused by the seller.

For example, if the fault was caused by inappropriate use following the seller giving the consumer incorrect advice, the manufacturer or importer would not be liable.

Product liability

If goods are faulty and a person is injured or property is damaged as a result of the fault, then consumers have a right to compensation from the manufacturers (Part VA of the Act).

Getting help



If an agreement can not be reached, either party can seek advice from a number of places, including a trade or industry association, the local consumer affairs agency or fair trading office, the Australian Competition and Consumer Commission, or a solicitor.

Consumers can also ring the Consumer Claims Tribunal, Fair Trading Tribunal, or Small Claims Court in their state or territory. Some of these agencies are able to enforce a warranty on the consumer's behalf. The name of the relevant agency varies for each state and territory. These are listed in the back of this publication.

ACCC contacts



ACCC Infocentre

For all business and consumer inquiries

infoline: 1300 302 502

website: www.accc.gov.au

Offices

ACT (national office)

GPO Box 3131
CANBERRA ACT 2601

Tel: (02) 6243 1111

Fax: (02) 6243 1199

New South Wales

GPO Box 3648
SYDNEY NSW 2001

Tel: (02) 9230 9133

Fax: (02) 9223 1092

Northern Territory

GPO Box 3056
DARWIN NT 0801

Tel: (08) 8946 9666

Fax: (08) 8946 9600

Queensland

PO Box 10048
Adelaide Street Post Office
BRISBANE QLD 4000

Tel: (07) 3835 4666

Fax: (07) 3832 0372

North Queensland

PO Box 2016
TOWNSVILLE QLD 4810

Tel: (07) 4729 2666

Fax: (07) 4721 1538

South Australia

GPO Box 922
ADELAIDE SA 5001

Tel: (08) 8213 3444

Fax: (08) 8410 4155

Tasmania

GPO Box 1210
HOBART TAS 7001

Tel: (03) 6215 9333

Fax: (03) 6234 7796

Victoria

GPO Box 520
MELBOURNE VIC 3001

Tel: (03) 9290 1800

Fax: (03) 9663 3699

Western Australia

PO Box 6381
EAST PERTH WA 6892

Tel: (08) 9325 0600

Fax: (08) 9325 5976

State and territory contacts



ACT Office of Fair Trading

GPO Box 158

CANBERRA ACT 2601

Tel: (02) 6207 0400

Fax: (02) 6207 0538

Email: fair.trading@act.gov.au

Website: www.fairtrading.act.gov.au

NSW Office of Fair Trading

PO Box 972

PARRAMATTA NSW 2124

Tel: 13 32 20

Tel: (02) 9895 0111

Fax: (02) 9895 0222

TTY: 1300 723 404

Email: enquiry@oft.commerce.nsw.gov.au

Website: www.fairtrading.nsw.gov.au

NT Office of Consumer and Business Affairs

GPO Box 1722

DARWIN NT 0801

Tel: 1800 019 319 (toll free—NT callers only)

Tel: (08) 8999 1999

Fax: (08) 8999 6260

Email: consumer@nt.gov.au

Website: www.caba.nt.gov.au

Qld Office of Fair Trading

GPO Box 3111

BRISBANE QLD 4001

Tel: 13 13 04

Fax: (07) 3246 1589

TTY: 13 36 77

Website: www.fairtrading.qld.gov.au

SA Office of Consumer and Business Affairs

GPO Box 1719

ADELAIDE SA 5001

Tel: 13 18 82 (SA country callers only)

Tel: (08) 8204 9777

Fax: (08) 8204 9769

Email: metro.cab@agd.sa.gov.au

Website: www.ocba.sa.gov.au

Tas Office of Consumer Affairs and Fair Trading

GPO Box 1244

HOBART TAS 7001

Tel: 1300 654 499

Fax: (03) 6233 4882

Email: consumer.affairs@justice.tas.gov.au

Website: www.consumer.tas.gov.au

Consumer Affairs Victoria

GPO Box 123A

MELBOURNE VIC 3001

Tel: 1300 558 181

Fax: (03) 9627 6007

Email: consumer@justice.vic.gov.au

Website: www.consumer.vic.gov.au

WA Department of Consumer and Employment Protection

Locked Bag 14

CLOISTERS SQUARE WA 6850

Tel: 1300 304 054

Tel: (08) 9282 0777

Fax: (08) 9282 0850

TTY: (08) 9282 0800

Email: consumer@docep.wa.gov.au

Website: www.docep.wa.gov.au

