



THE AUSTRALIAN CONSUMER LAW AT HOME



Know your rights when you shop at home

From 1 January 2011, all Australian consumers will have the same rights under the Australian Consumer Law, whether they shop at home, on the phone or online.

By knowing your rights you can make informed choices and demand quality products and services.

Honesty and fairness

Businesses must not make false, misleading or deceptive claims about a product or service.

You are entitled not to be harassed or coerced by any retailer, service provider or their agent when purchasing from your home, on the phone or online.

If you are approached at home or on the phone, you are not obliged to buy goods or services that you did not ask for.

Beware of possible scams; visit www.commerce.wa.gov.au/wascamnet

Information and clear contracts

At home or on the phone, you are entitled to know who you're dealing with and what your rights are.

You are entitled to see the total price, inclusive of any additional fees, charges or taxes.

You are entitled to receive a standard form consumer contract that has no unfair terms.

You have extra rights for unsolicited sales made at home, over the phone or online.

Quality goods and services

All products must be safe, durable, free from defects, fit for purpose, acceptable in appearance, match its description and match any sample or demonstration model.

Services performed in your home must be delivered with care and skill.

Businesses must honour all guarantees, including express and extended warranties.

For further information and guidance
1300 30 40 54 consumer@commerce.wa.gov.au
www.commerce.wa.gov.au/consumerprotection
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