

Consumer rights and responsibilities chart



| Consumer rights Consumers have the right... | Example of when this right will apply | Example of when this right will not apply | Consumer responsibilities Consumers have a responsibility to... |
|--|--|---|--|
| <p>1. to believe that the goods they purchase from a trader will be of acceptable quality.</p> <p>Acceptable quality includes goods being fit for normal purpose (use), safe, durable (able to last), and free from minor defects (problems).</p> | <p>The new CD player should play CDs.</p> | <p>It won't apply if you use the CD player as a football or drop it.</p> | <ul style="list-style-type: none"> • pay for the goods or services • accurately describe to the seller the purpose they intend to use the purchase for (where possible) • use the good or service for the purpose (use) it is intended for • use the good or service in a suitable and safe way • not to seek redress if the goods or services have a problem that is accidentally or deliberately caused by the misuse by the consumer • not mislead the seller • not misrepresent or lie about issues relating to the transaction • seek redress as quickly as possible. |
| <p>2. to believe that the goods they purchase from a trader are fit for the particular purpose (use) that the consumer has discussed with the seller.</p> | | | |
| <p>3. to redress (to have the problem 'put right') if the goods and services they have purchased fail to meet their guarantees (eg, if the goods are faulty).</p> | | | |
| <p>4. to expect NOT to be misled or deceived (tricked or lied to) about the goods or services they are buying.</p> | | | |
| <p>5. to expect that the goods they purchase will be safe to use.</p> | | | |
| <p>6. of redress (to have the problem 'put right') if the goods they purchase are short weight or measure.</p> | | | |

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