



25 December 2016

Guy Barnett, Minister for Building and Construction

Know Your Consumer Rights

In the wake of Christmas and as stores open for Boxing Day sales, consumers and businesses alike should be aware of their rights and responsibilities.

At this time of year, many people will be seeking exchanges or refunds.

Generally, consumers are able to exchange a product for another size or a refund for a product that does not do what it is supposed to or that has a defect.

However, you may not be entitled to a refund if the business told you about the defect before you bought the product or you used the product in an abnormal way.

While some stores are only too happy to offer refunds or exchanges, retailers do not have to give a refund if you simply change your mind about a product.

Officers from Consumers, Building and Occupational Services will be visiting small businesses across Tasmania to provide them with information on their rights and responsibilities, and those of consumers.

For more information on your consumer rights, see www.consumer.tas.gov.au

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