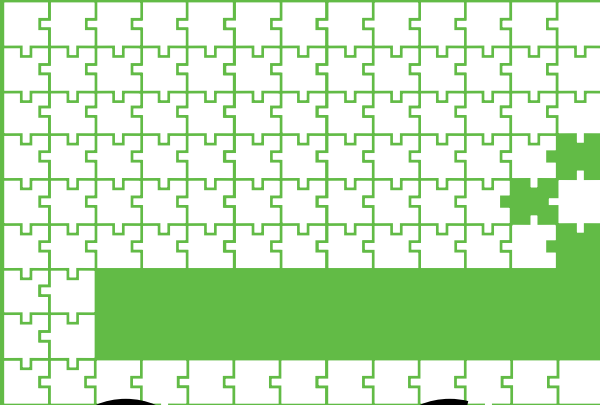


# Your shopping rights

*We'll help fill in the pieces*



# Your shopping rights - *We'll help fill in the pieces*

## **It is OK to speak up if something you pay for is not right!**

You have rights when you buy things in Australia. Things should:

- be safe and of acceptable quality
- be exactly like what you were shown
- do what they are supposed to do.

If they are not right, you can ask for a:

- repair - get it fixed
- replace - get a new one
- refund - get your money back.

Did you know? The decision about a repair, replacement or refund depends if it is a big problem or a small problem.

**Tip: If you shop online, pay by PayPal or with a credit card for extra protection.**

For more information or to request a free speaker for your community group, visit **[www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)** or call **13 32 20**.