



# NORTHERN TERRITORY GOVERNMENT MEDIA RELEASE

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## **MR GARY CLEMENTS** Commissioner Consumer Affairs

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### **CONSUMER AFFAIRS WARN ON POST CHRISTMAS REFUND RIGHTS**

In the post-Christmas rush to return unwanted gifts to stores, consumers need to be aware that they are not always entitled to a refund.

Mr Gary Clements, Commissioner for Consumer Affairs said "Each Christmas there is a flood of people returning unwanted gifts only to find that the store is under no obligation to provide a refund.

Consumers have no legal right to return goods just because they may be the wrong colour, wrong size, duplicate gift or unsuitable in some other way.

Even though most stores, especially the larger ones, have a generous refund policy or will provide a credit note, they are not obliged to compensate *every purchaser*".

He said "NO REFUND SIGNS in stores are illegal, as there are three circumstances where the consumer *does* have a legal right to compensation.

1. the good/s are faulty; or
2. the goods are not fit for the purpose for which they were bought; or
3. the goods turn out to be different to those described when sold to you".

Mr Clements said "It is the responsibility of the retailer to rectify the situation, not the wholesaler or manufacturer".

"Compensation usually takes the form of a refund, repair or replacement, depending on what is determined as 'fair and reasonable.

Consumers seeking a refund should return the goods to the store and provide a receipt or cash register docket as proof of purchase.

If the refund is refused, the consumer should place their request for a refund in writing to the store, and if the matter still cannot be resolved, they can contact Consumer Affairs on telephone 8999 1999" he said.

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