

Australian Consumer Guarantees

What we will learn:-

- How to interpret information about our consumer rights
- How the Australian Consumer Guarantees works
- The difference between a major fault and a minor one
- When we have a right to repair, refund or replacement

Part A

1. Look at the receipt provided. List FOUR rights that consumers have when purchasing jewellery from Pandora.
2. What happens if a defect occurs with jewellery purchased at Pandora?
3. Are there any obligations on the consumer?
4. What does Pandora tell the consumer about Australian Consumer Law?



PART B

Use the [Consumer Guarantees Guide](#) to explain which consumer guarantee is impacted:-

- Jake buys a Rip Curl schoolbag for one of his daughters. After 2 weeks of use a strap on the schoolbag breaks.
- Rosa buys a new computer but the monitor stops working after 2 months of use. The store says it does not have the replacement part to fix the problem.
- Amy buys a sale item which turns out to be faulty. She wants to return it to the store but finds that they have a 'no refunds on sale items' sign.
- Ray buys a second hand boat after reading an advertisement on Gumtree. 4 months later the police confiscate the boat as it was allegedly stolen from a marina by the person who sold it.

- Sophia pays an electrician to rewire some of her powerpoints so that she does not lose power when more than 2 devices are running. The next day the power still cuts out when more than 2 devices are running.
- Gina sees a stylish shirt that she purchases from an Australian seller online. After using the colour guide she orders a blue shirt with flowers, but receives a pink one with butterflies on it.

PART C

What is the difference between a MINOR problem and a MAJOR problem with a good or service? How does this change the repair, replace, refund policy?

PART D

When aren't consumer entitled to a remedy?