

## Office of Fair Trading

### Fair Trading

Delivering a fair and safe marketplace for Queenslanders

We provide helpful information and advice about your rights and responsibilities as a consumer or business operating in Queensland.

#### Contact us

For interpreting services, call 13 14 50. We can provide free phone or face-to-face interpreting services to help you access Fair Trading information and services.

Our website contains extensive information about your rights and responsibilities as a consumer or business in Queensland. Visit our website at [www.fairtrading.qld.gov.au](http://www.fairtrading.qld.gov.au).

#### Buying goods and services

Keep the following tips in mind when you are shopping:

- Create a budget and spend sensibly. Don't buy on impulse and try to save your money for upcoming major purchases.
- Shop around and do your research before you buy.
- Know your refund rights and responsibilities.
- Read and save your paperwork. Make sure you read all the terms and conditions before you sign any contract.
- If you have a problem with a product or service you've purchased, contact the business to try and resolve it. If you still have no success, contact us for help in settling the dispute.

You are legally entitled to a refund, exchange or repair if products or services:

- do not last a reasonable time
- have a fault you did not know about at the time of purchase
- do not do the job you were led to believe
- are not as described by a seller or promotional material
- do not match the sample.

A business doesn't have to give you a refund if you simply change your mind, choose the wrong size or find the item cheaper elsewhere.

## **Scams**

Be careful to avoid scams. Visit the Scamwatch website at [www.scamwatch.gov.au](http://www.scamwatch.gov.au) for information on common scams and how to make sure you don't get caught out. Remember, if an offer sounds too good to be true, it is probably a scam.

## **Door-to-door traders**

You have extra rights when salespeople or traders come to your home unannounced. If the contract is worth more than \$100, you are entitled to a 10 day cooling-off period, during which the salesperson cannot take money from you (including deposits), start work, or provide goods or services. You may cancel the contract, in writing, at any time during this period.

## **Expensive purchases**

When you are making large purchases, like a new home or car, we recommend taking extra precautions. Our website contains a step-by-step guide to buying a home. Before you buy a used car, get a REVS check to ensure there is no money left owing on it by the previous owner.

## **Finance and credit**

We can give you information and advice on buying items on credit and using credit wisely. We can also refer you to financial counselling services if you are having money trouble.

## **Licensed businesses**

To help protect consumers, we require traders in these industries and professions to have a licence:

- property agents
- security providers
- motor dealers
- second-hand dealers and pawnbrokers
- debt collectors and process servers
- travel agents
- boarding house operators
- tourism operators
- introduction agents.

Before dealing with any of these types of traders, ask to see their licence. If they can't prove that they are properly licensed, don't deal with them. You can visit our website to do a free licence check on them.

## **Not-for-profits**

If you are involved in running a not-for-profit organisation, you can incorporate it to give members added legal protection. If you raise funds for a charitable purpose, you must register with us.

## **Get out there youth website**

The Get out there website provides Queensland's young people with extensive information on everything from buying your first car to making a budget. Visit the website at [www.getoutthere.qld.gov.au](http://www.getoutthere.qld.gov.au).

## **Safe products**

We provide extensive information on unsafe product bans, product recalls and how you can keep your children and family safe when using certain products. All businesses have a responsibility to ensure the products they sell are safe.