

## Audio visual equipment

Check it out. Many brands are not able to be serviced in the Territory and often have to be sent interstate for repairs.

Sometimes parts are not available in Australia and have to be sourced from overseas which means it can take months to have equipment repaired.

Here are some practical hints for shoppers:

### Buy reputable brands:

- Ask the trader about the best brands;
- Ask them about the most common things likely to go wrong with the brand you are thinking of buying;
- **Buy locally**, it may be cheaper in the long run, and you can discuss any problems face to face with the trader.



## Audio visual equipment

If you buy interstate or overseas, you may find that you have to send back the item to the place of purchase, at your expense, if there is a warranty claim.

In most instances the local dealer can not be expected to handle your warranty and deal with the manufacturer if you didn't buy it from them.

If you have problems with goods purchased interstate Consumer Affairs can assist by putting you in touch with the relevant Fair Trading Office in that state.

### REMEMBER

**Should something go wrong with the goods you purchase, it is the retailer's responsibility to deal with the matter, by providing a refund, or replacement, or alternatively deal with the manufacturer on your behalf to have the problem resolved.**

**Should you have problems with a retailer not accepting these responsibilities, call Consumer Affairs.**

# Be an Informed Consumer

*You'll want good advice*

[www.consumeraffairs.nt.gov.au](http://www.consumeraffairs.nt.gov.au)

[consumer@nt.gov.au](mailto:consumer@nt.gov.au)

1800 019 319

SMS 040 111 6801



## Bag Searches

Due to the increase in shop lifting many stores display signs advising customers they may be asked to show the contents of their bags prior to leaving the store.

The rules are the sign must be clearly displayed so it is seen by the consumer prior to entering the shop.

### **If you don't agree with this store policy then you should not enter the store**

The trader can look in your bag but must not touch the contents or to put their hand into your bag.

A shop is private property (not a public place) so the trader does have the right to politely ask you to leave the store and refuse to sell you any goods.

The trader can call the police if there is reason to believe you have committed an offence.

### **Make sure the power to purchase stays in your hands**

*Make a budget to manage your spending and your savings.  
That way, you have a choice on what to buy and what to save.*

*Shop around for the best price.*

## Lay-bys

Lay-by sales are contracts between a trader and a consumer where the trader holds the goods until the selling price is paid, by regular instalments.

Traders should provide their lay-by terms and conditions. Make sure you understand those conditions before you lay-by items.

They should include

- amount of deposit and date it needs to be paid off by;
- the regular amount of payment required; and
- their cancellation policy, which should include how much money they will keep if you cancel the lay-by.

Make sure you keep the receipts each time you pay.

### **Cancellation of the lay-by by the trader**

If the trader wants to cancel the lay-by because you have not paid in time, then they must write to you and give you 14 days to reply or pay the amount owing.

### **Temporary hardship**

If you find yourself in a position whereby you cannot afford to pay the amount required by the due date, give the store a call before they start hassling you.

Most traders will come to an arrangement with you for the payment of monies owing.

### **Cancellation should be a last resort**

## Gift Vouchers

Gift vouchers are great gifts; you get to choose the exact item you want.

Gift vouchers are a contract. The person using the gift voucher has the right to receive goods to the value nominated on the voucher and is bound by any conditions specified on the voucher.

### **KEY POINTS FOR THE PERSON PURCHASING A GIFT VOUCHER**

Make sure the voucher states clearly any conditions applying to its issue, including:

- the value of the voucher;
- the validity period (expiry date); and
- any restrictions on its use.

This will prevent disputes, especially if there is no expiry date or conditions written on the voucher.

### **SHOPPING WITH A GIFT VOUCHER**

The gift voucher is for use within a particular store, and the trader has the right to insist that the entire voucher be spent within the store.

