



Northern
Territory
Government

Warranties- who's responsible?

You'll want good advice

*"If something goes wrong with the goods you purchase,
it is the retailer's responsibility to deal with the matter.*

*They should provide a refund, or replacement, or deal with the
manufacturer on your behalf to have the problem resolved"*



Consumer Affairs

a safe
Territory

A Territory Government initiative

1800 019 319

Who's responsible for the warranty?

When something goes wrong with the goods or services you've paid for.

GOODS purchased must meet the four tests of:

- Merchantable quality (*i.e. in good saleable condition*)
- Fit for the purpose (*i.e. do they do what they are supposed to do, without malfunction?*)
- Matching the description advertised or the sample available for inspection
- Freedom from defects

Faulty goods

If there is a problem with an item that you have recently purchased you should go back to the place of purchase and ask them to fix the problem.

There are a few ways that the trader can fix the problem.

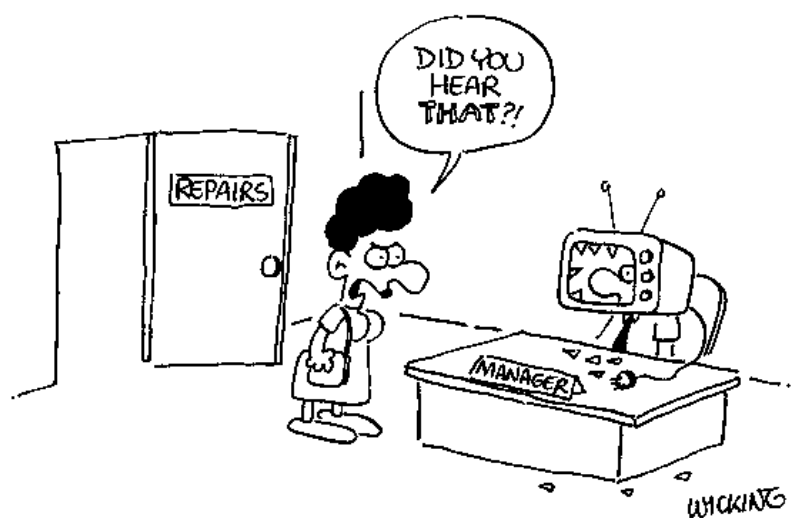
Refund, Replacement or Repair

- You have a right to a refund, replacement or repair if the goods you purchased are faulty.
- You cannot expect a refund if there is nothing wrong with the item, but you've changed your mind, or don't like the colour.
- You are not entitled to a refund, replacement or repair if you have misused or broken the item through rough handling.

Statutory or implied warranty

The buyer is entitled to what is called a statutory or implied warranty which is separate from any voluntary warranty provided by the seller or manufacturer.

Goods that fail to meet any of the above tests can be returned to the seller who should offer a refund, replacement or repair, depending on the nature of the goods, the fault and the time frame since the goods were purchased.



Some items are supplied with a warranty, such as refrigerators, washing machines, dryers, computers, watches, televisions, DVD's, MP3 players etc.

Others are not, such as clothing. However if the stitching gives way on a dress or trousers you have just bought, you are still entitled to your consumer rights, (ie a refund, replacement or repair).

Circumstances when a warranty may not apply

If you have misused the goods or have had them for a long time you may not be entitled to a warranty claim, or you may be offered a partial refund.

If you purchase goods 'second-hand' you cannot expect them to be 'as good as new' and goods of inferior quality, sold cheaply, may not be expected to last as long without faults as goods of superior quality.

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.

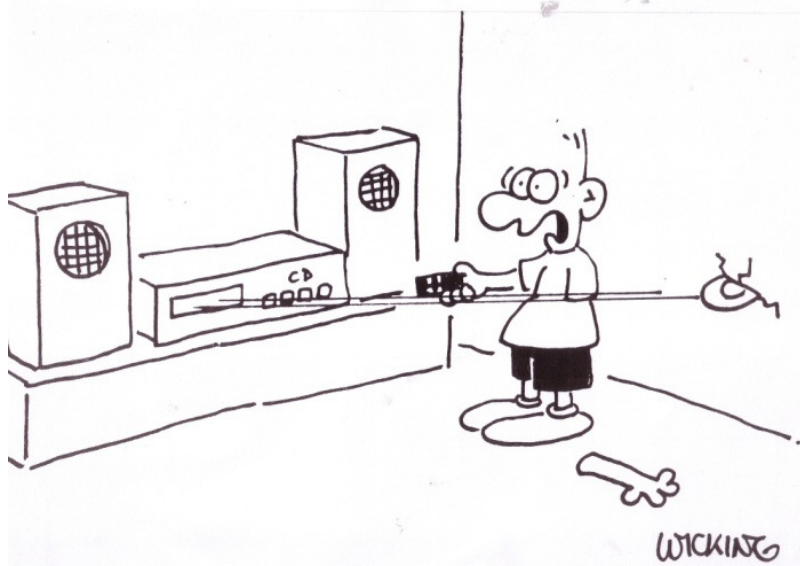
Sometimes parts are not available in Australia and have to be sourced from overseas which means it can take months to have equipment repaired.

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.

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 cannot 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.

www.consumeraffairs.nt.gov.au

1800 019 319

consumer@nt.gov.au