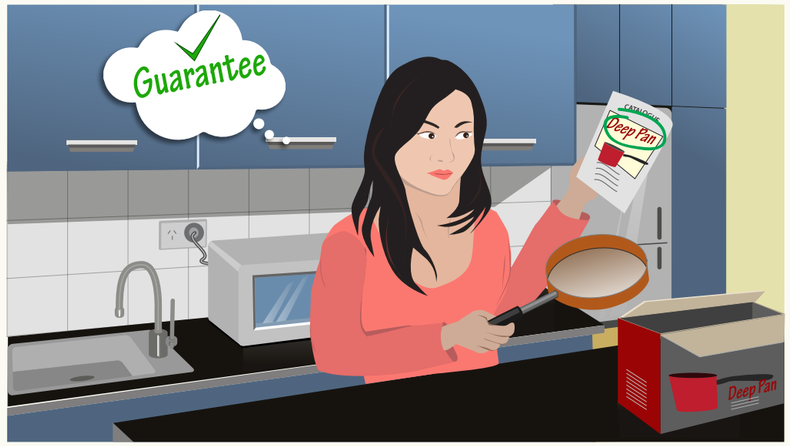
Guarantees and warranties

Goods bought from a shop either new or used come with a consumer guarantee.This means that goods will work and do what they are supposed to do.

If you buy goods privately from a garage sale, online auction, from friends or within your community there are no guarantees.

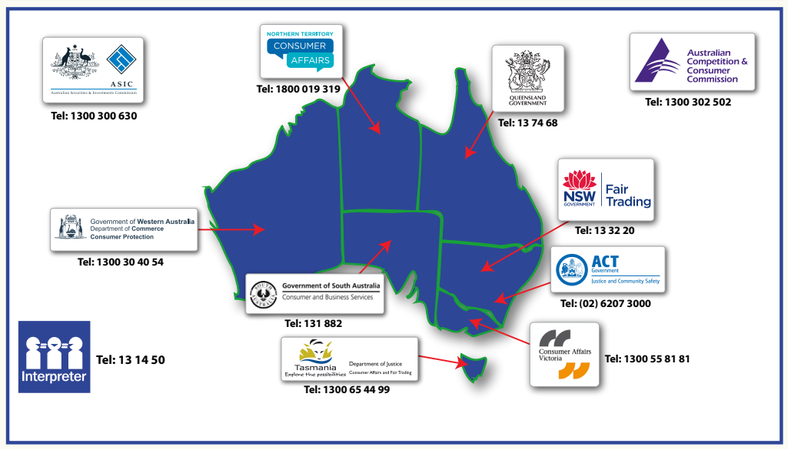


The guarantee covers you if the goods you buy don't match the description or are faulty.
They can be replaced or refunded.

Sometimes goods you buy come with a WARRANTY.
This is a voluntary promise made by the seller or manufacturer to fix the goods if something goes wrong.

Sellers may sell you an EXTENDED WARRANTY.
Remember, most goods are already covered by a consumer guarantee and warranty.

Keep the receipt and warranty in a safe place.
They are your proof of purchase if something goes wrong.



A contract is a legal agreement between two people. This includes verbal agreements.