GOVERNMENT OF WESTERN AUSTRALIA

CONSUMER PROTECTION WESTERN AUSTRALIA

Shopping tips for travellers in Western Australia

Chinese

西澳大利亚州旅行者购物小提示

German

Einkaufstipps für Reisende in Westaustralien (WA)

Japanese

西オーストラリアを訪れる方のためのショッピングガイド

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서부 호주에서 쇼핑할 때 알아두실 사항

Travellers' consumer tips

When you shop in our great State you have the same rights as all Western Australians

You can buy with confidence as laws prohibit misleading or deceptive conduct by traders. All goods sold must be accurately described, so read the labels carefully to ensure the products you are comparing are similar.

Businesses selling goods by measurement or by weight must also comply with the law, so you can be sure you are getting the correct amount you paid for.

The safety of products, especially children's products, is also regulated. While this restricts the sale of some items, you can rest easy knowing that the gifts or souvenirs you buy will not cause harm.

In addition, the Department of Mines, Industry Regulation and Safety's, Consumer Protection Directorate plays a key role in helping consumers get a fair result when they have a dispute with a trader – a process we call 'conciliation'.

If you've made an effort to resolve the complaint yourself but haven't had any success, contact us. We may be able to deal with your dispute or if we can't, we will suggest the best course of action.

Here are a few tips to help you make the most of your shopping in WA

Consumer rights – The goods you buy must be of satisfactory quality, fit for purpose and match their description. If not, you may be able to ask for a refund of your purchase price, repair or replacement.

Compare prices – Some businesses that specialise in looking after tourists earn a commission for introducing new customers. These costs are often passed on to the customer through higher prices. If you are not happy with the price, shop around.

Shop around for the best deals – Remember to compare all the terms and conditions, as well as the warranty offered. Ask locals for advice on the best buys in the area. If you are on a tour, don't feel you must buy from the shops you are taken to. Remember all shops must obey Australian fair trading laws, which give you the right to choose what you want and be treated fairly.

You are entitled to get your money back if you buy something that does not work as promised. This is a consumer right in Australia. If the item is faulty you may be offered a replacement or a refund.

Shops do not have to give a refund if you:

- change your mind;
- have misused or damaged the goods; or
- were aware of the fault at the time of purchase.

If you have a problem, try to settle it with the trader first

Always check the shop's policies, especially what happens once you have left Australia. Remember to keep your receipts as your proof of purchase.

Check the exchange rate is accurate if paying for goods in a foreign currency. Exchange rates can be checked online, in newspapers or at banks and money exchangers.

Credit card details are often taken as a form of security by service providers, e.g. car hire and accommodation. Western Australia prides itself on having honest traders but it is important to check your statements for any incorrect charges.

Tips when buying Indigenous arts and crafts

Buy from galleries and stores that can authenticate the source of their merchandise. Most outlets will be happy to provide details about their products and the artists who made them.

Look for labels or stamps that explains the origin of the work. These will often give information about the artist and the artwork. Feel free to ask questions and to seek more information about the origin of the work or merchandise.

Contact us

The Department of Mines, Industry Regulation and Safety's, Consumer Protection Directorate, helps consumers with advice about their rights and assistance in disputes.

A range of brochures is available to help on retail shopping, motor vehicle purchase or hire and accommodation.

Consumer Protection has offices around the State.

For locations or more information contact Consumer Protection on:

- In Western Australia 1300 30 40 54
- Outside Western Australia +61 8 9282 0777
- Website: www.consumerprotection.wa.gov.au
- Email: consumer@dmirs.wa.gov.au

联系

西澳大利亚州消费者和就业保护部消费者保护处（Consumer Protection Division）帮助消费者就其权利提供建议，对争端予以协助。

如需更多信息或找地区办事处，请联系消费者保护处。
联系信息见本手册封底。

如需语言帮助，请联系
翻译与传译服务，电话 13 14 50（仅限西澳大利亚州）。
传译员可联系消费者保护处。

如需住宿、旅游团、景点和购物信息，请访问
www.westernaustralia.com

Kontakt

Die westaustralische Behörde für den Schutz von Verbrauchern und Arbeitnehmern *(Department of Consumer and Employment Protection)*, Fachbereich Verbraucherschutz *(Consumer Protection)*, gibt Auskunft über Verbraucherrechte und hilft in Streitfragen.

Für weitere Informationen oder die Adressen der Büros vor Ort wenden Sie sich bitte an den Fachbereich Consumer Protection.
Die Kontaktdetails finden Sie auf der Rückseite dieser Broschüre.

Bei Sprachproblemen kontaktieren Sie den
Übersetzer- und Dolmetscherdienst unter 13 14 50 (nur WA).

Ein Dolmetscher kann sich dann direkt an den Verbraucherschutz wenden.

Informationen über Unterkünfte, Ausflüge, Sehenswertes und Shoppingtipps erhalten Sie auf **www.westernaustralia.com**

連絡先

（消費者と就労保護を管轄する西オーストラリア州政府機関）の消費者保護係では、消費者の権利に関するアドバイスを行なっています。

さらに詳しい情報の入手や支部に関する情報は、この冊子の裏ページに記載されているConsumer　Protection（消費者保護係）の連絡先までお問い合わせください。

英語以外の言語でのサービスを希望される方は、
Translating and Interpreting Service（翻訳・通訳サービス）電話 13 14 50
（西オーストラリア州内のみ）までお問い合わせ下さい。
通訳者が代わって消費者保護係に連絡する場合があります。

宿泊施設、ツアー、アトラクション、ショッピングに関する情報は
www.westernaustralia.com まで。

연락처

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더 자세한 정보를 원하실 경우 저희 소비자 보호 지부에 연락하십시오. 이 책자의 뒷면에 연락처가 나와 있습니다.

통역이 필요하실 경우,
번역 및 통역 서비스 (TIS) 13 14 50（서부 호주만）
에 연락하십시오. 통역사가 저희 소비자 보호청으로 연락해 드릴 겁니다.

숙박, 투어, 관광명소 및 쇼핑에 대한 정보는
www.westernaustralia.com 에서 찾아 보십시오.

Government of Western Australia

Department of Mines, Industry Regulation and Safety

Consumer Protection

Contact Centre 1300 30 40 54
(for the cost of a local call statewide)

8.30 am – 4.30 pm Mon, Tue, Wed and Fri
9.00 am – 4.30 pm Thurs
Gordon Stephenson House
Level 2/140 William Street
Perth Western Australia 6000

Administration: (08) 6251 1400
National Relay Service: 13 36 77

Online
Website: www.consumerprotection.wa.gov.au
Email: consumer@dmirs.wa.gov.au

Mailing address
Locked Bag 100
East Perth WA 6892

Regional offices

Goldfields/Esperance	(08) 9021 9494
Great Southern	(08) 9842 8366
Kimberley	(08) 9191 8400
Mid-West	(08) 9920 9800
North-West	(08) 9185 0900
South-West	(08) 9722 2888

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