



# THE AUSTRALIAN CONSUMER LAW AND YOUR SAFETY



## You are entitled to expect safe goods and services

From 1 January 2011, every Australian consumer will be protected in the same way under the Australian Consumer Law from unsafe consumer products and product-related services.

By knowing your rights, you can make informed choices and demand safer products and services.

## Safe products

You are entitled to expect that every retailer, manufacturer and importer in Australia complies with product safety laws.

Product safety laws apply to products bought in shops, at home, over the phone or online.

If you are injured in an accident involving a consumer product, report it to the place you bought it from.

## Information on product safety

You can find information, such as safety tips, the latest product safety news and the full set of national product safety standards and bans, and report any concerns about unsafe products through [www.productsafety.gov.au](http://www.productsafety.gov.au).

Unsafe products can be recalled. For information about recalls, visit [www.recalls.gov.au](http://www.recalls.gov.au).

You can also follow product safety on Twitter: @ConsumerWA

## Quality products and services

All products must be safe, durable, free from defects, fit for purpose, acceptable in appearance, match its description and match any sample or demonstration model.

All services must be delivered with care, skill and within a reasonable time.

Businesses must honour all guarantees, including express and extended warranties.

## Honesty and fairness

Businesses must not make false, misleading or deceptive claims about a product or service, including claims about the safety or quality of a product or service.

**For further information and guidance**  
**1300 304 054** [consumer@dmirs.wa.gov.au](mailto:consumer@dmirs.wa.gov.au)  
[www.dmirs.wa.gov.au/consumer-protection](http://www.dmirs.wa.gov.au/consumer-protection)  
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