

BUYING THINGS

Your rights

When you buy things like a phone or clothes, or get someone to provide a service like a haircut or car repairs, you have rights as a consumer. These protect you if something is not what you agreed to or were promised. These rights also apply when you buy things 'second hand'.

Can I get a refund for something if I change my mind?

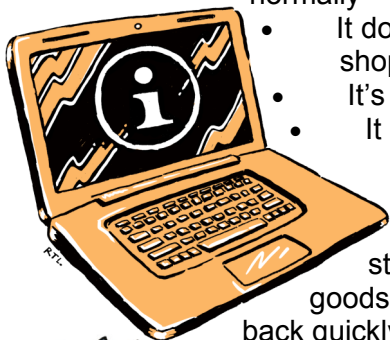
If you change your mind about something you bought, it is up to the store to refund or exchange it. Many stores will accept returns if the goods are unused and still have the tags or original packaging. If you are unsure about the goods but want to buy them, make sure you can return the goods without any questions.

What if something I've bought turns out to be broken or faulty?

If there is a major problem with something you bought, take it back to the store and ask for a refund, replacement or a repair.

A problem with goods is major if:

- It broke even though you used it normally
- It doesn't do what the shop said it would
- It's unsafe
- It can't be easily fixed.



If this happens, stop using the goods and take them back quickly.

It's your choice to get a refund, replacement or repair, not the shop's choice.

If the problem is not major, for example the goods can be easily fixed in a short period of time, the store can choose to either fix them or refund or replace them.

If you think you should get a refund, exchange, or something fixed but the shop refuses to do this, call the Legal Help Line on 1300 366 424.

What if I bought something online?

If you buy something online, you have the same consumer rights to a refund, replacement or repair if the goods are faulty. Depending on the goods, you may have to pay postage to return faulty items to an online seller.

Did you know...

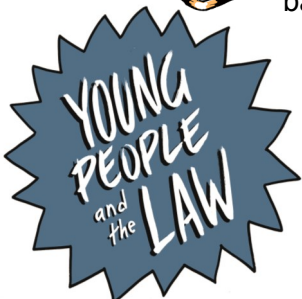
Never sign a contract without reading it and understanding it!

If you're under 18, you can still be bound to a contract if:

- The contract is about things that are 'necessaries' (things that you need to live) like housing, food, clothing, medicine, or things that help you with your employment or school; AND
- You understand what the contract meant for you.

If you can't afford to keep paying for something and you'd like to try to get out of the contract—call the Legal Help Line.

Disclaimer: The material in this factsheet is a general guide only. It is not legal advice. The legal information was correct at the time of publishing, however may change without notice.



**Legal Services
Commission**
OF SOUTH AUSTRALIA

We help people understand the law and how it can affect them.

For free legal help,
call the Legal Help Line:

1300 366 424

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You don't have these rights if you bought from a friend or one-off seller, like gumtree or facebook.

If you change your mind, it is up to the seller to accept your return. Check first if you are unsure about anything, such as the size or colour, and remember that you will have to pay postage to return the goods.

If you've bought something from someone online and not sure how to go about getting a refund, exchange, or repair—call the free Legal Help Line on 1300 366 424.

Mobile phone contracts

You can buy a prepaid phone at any age. You will need to provide some proof of identity (for example your school ID card), including your address.

You have to be 18 to sign a postpaid mobile phone contract. Often young people ask their parents to sign the contract.

If you're thinking about getting a mobile phone, remember that it's always a good idea to check the contract for hidden costs and be careful of extra services that add to your bill.



What are my rights with mobile phones?

You have consumer rights when you buy anything to do with mobile phones, including prepaid, postpaid contracts, and handsets. Phone providers must give you clear and accurate information about any of the services they are offering, their advertisements, and what they charge.

Remember, if there's a problem with your phone or your service or plan you may be entitled to a repair, replacement or refund. Depending on what's happened, you may even be able to cancel your contract. Call the Legal Help Line on 1300 366 424 for advice on how to make a complaint.

The Australian Competition and Consumer Commission can help you exercise your consumer rights - call 1300 302 502 or visit www.accc.gov.au

Contact us!

Got a legal problem?
Call our free Legal Help Line:
1300 366 424

Would you like more information, resources, or a free visit?
Email: cle@lsc.sa.gov.au

To apply for legal aid online,
visit: www.lsc.sa.gov.au



Acknowledgments:

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