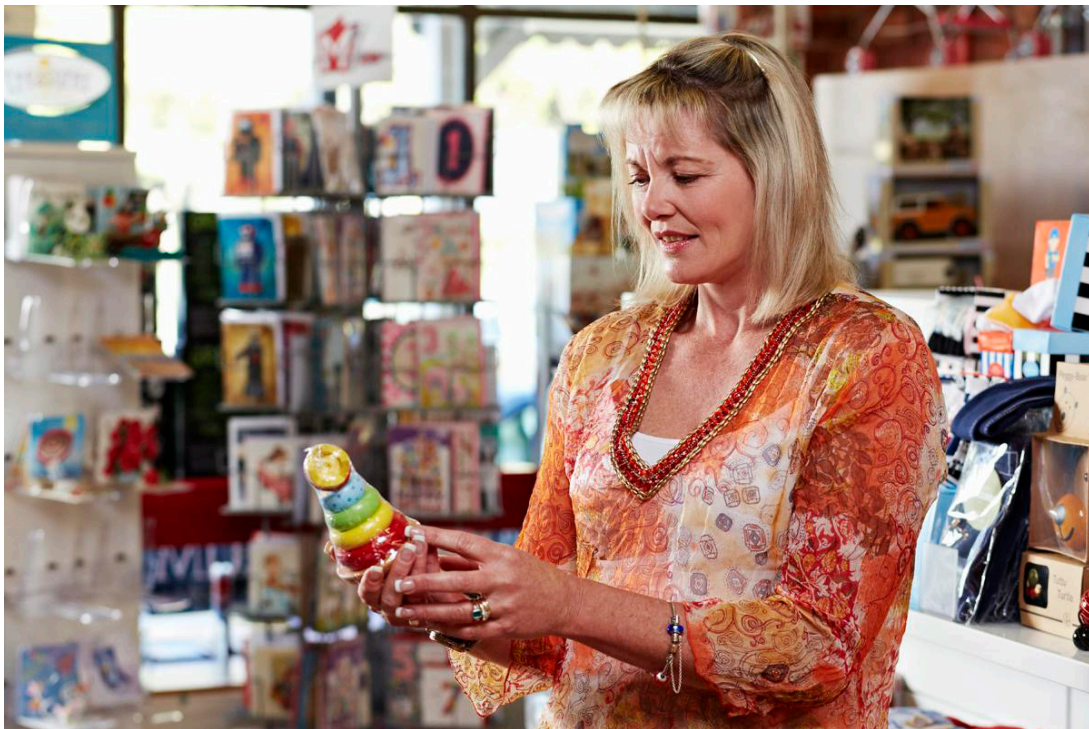
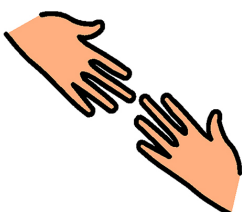


**Refunds, replacements  
and repairs**



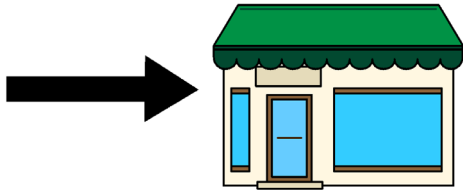
**Easy English fact sheet**

2016



**You might need help to read this fact sheet.**

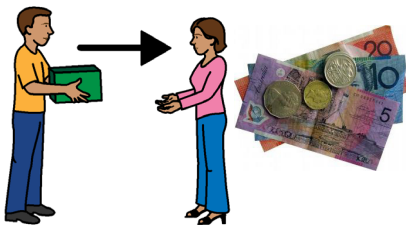
A friend, family member or support person can help you.



Sometimes there is something wrong with a product you bought. You can take the product back to the shop.

The shop can

- give you a refund
- or
- give you a replacement
- or
- repair it for you.



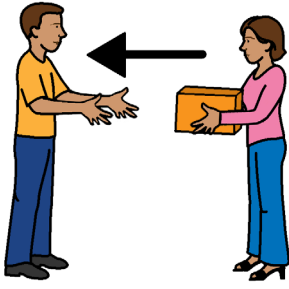
## What is a refund?

The shop gives you your money back.

An **exchange** or **credit** is not a refund.

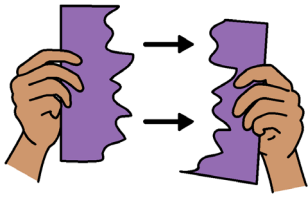
An exchange means you swap the product for another product. It could be the same product or a different one.

Credit is like a voucher for the shop. You can buy something later.



## What is a replacement?

The shop gives you a new one.



## What is a repair?

The shop can fix it for you.

## When can you get a refund, replacement or repair?



The product

- is broken and it is not your fault.
- does **not** do what you want.
- the product does **not** do what it should do.
- is different to the product you saw in the shop. For example, it is a different size or colour.
- is **not** safe.





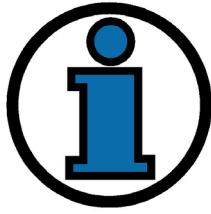
You may not get a refund or replacement if

- there is nothing wrong with the product and you just changed your mind. You might get an exchange or a credit instead.
- they can fix it for you.
- you bought the product for someone else and they do not want it.
- you knew the product was broken when you bought it. For example, you paid less for the product because it was already broken.
- you broke the product and it was your fault.



## **Remember**

- When you buy a product always ask for
  - a receipt
  - or
  - a credit or debit card slip.
- Keep your receipt in a safe place.



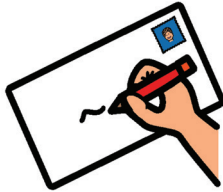
## **Consumer Affairs Victoria More fact sheets and information**

### **List of fact sheets in Easy English**

- Buying Furniture
- Contracts
- Lay-by
- Phone and door to door sales
- Renting - starting a tenancy
- Renting - during a tenancy
- Renting - ending a tenancy
- Refunds, replacements and repairs
- Scams
- Services
- Shopping tips



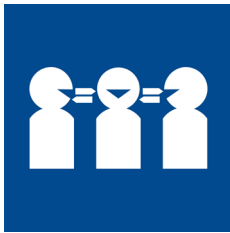
Phone 1300 55 81 81



Mail GPO Box 123  
Melbourne Victoria 3001



Fax 03 8684 6295



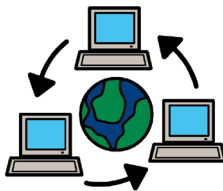
Interpreter 131 450



National Relay Service 133 677



Email [consumer@justice.vic.gov.au](mailto:consumer@justice.vic.gov.au)



Website [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)



This information is written in **Easy English**.

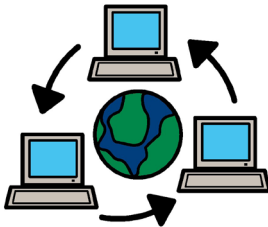
You might need more information about the law.

You can ask **Consumer Affairs Victoria**.

Updated August 2016.

Easy English fact sheet produced by Scope, July 2008.

Look at **Clear Written Communications - The Easy English Style Guide** for information about the format and writing style of this document.



You can find more information at

[www.scopevic.org.au](http://www.scopevic.org.au) or

phone 03 9843 2000.



© Scope (Aust) Ltd. You may use this document for your own personal, non-commercial purposes **only**. You must not use the document for any other purpose, and must not copy, reproduce, digitise, communicate, adapt, modify the document or any part of it (or authorise any other person to do so) without the prior consent of Scope (Aust) Ltd.

Scope's Communication and Inclusion Resource Centre wrote the Easy English. August 2016 [www.scopevic.org.au](http://www.scopevic.org.au)  
To see the original contact Consumer Affairs Victoria.

The Picture Communication Symbols ©1981–2010 by Mayer-Johnson LLC. All Rights Reserved Worldwide. Used with permission.

Boardmaker™ is a trademark of Mayer-Johnson LLC.

Valuing People ClipArt © Inspired Services, UK.

[www.inspiredservices.org.uk](http://www.inspiredservices.org.uk)

Change pictures © 2011. [www.changepeople.co.uk](http://www.changepeople.co.uk).