



Design & Print

**STUDENTS YOU ARE RESPONSIBLE FOR
DOUBLE CHECKING LECTURE NOTES
BEFORE YOU PAY & LEAVE THE SHOP**

**KOPYSTOP DOES NOT
EXCHANGE OR REFUND
FOR:**

- ▶ **Incorrect choice of readers/course notes**
- ▶ **Change of mind after purchase**
- ▶ **Dropping or changing a subject**

**All ACCC consumer rights are applicable
If unsure - Do Not Purchase**



Refund / Exchange Policy as per ACCC

All Australian traders, whether online or running a bricks and mortar operation, must comply with Australian trading laws. This includes laws on consumer guarantees. Since 1 January 2011, businesses must provide consumers with guarantees for most consumer goods and services they sell.

Goods

Consumers have the right to ask for a repair, replacement or refund if the goods you sold are:

- faulty
- unsafe
- look unacceptable, and
- do not do what they are supposed to do.

Consumers also have this right if goods you sold them do not:

- fit the purpose you discussed with the consumer
- match the description provided
- match the sample or demonstration model provided
- have the extra qualities or performance that you promised before the sale.

These rights arise from the consumer guarantees under the Australian Consumer Law that provide consumers with a right to seek remedies where there are problems with goods or services. Consumer guarantees apply automatically to most products and services supplied by businesses in retail, service, online and hire situations.

Must businesses automatically give a repair, replacement or refund?

NO. This will depend on the consumer showing proof of purchase and whether or not there is a major problem with the product or service.

Proof of purchase can include a receipt, bank statement, a completed warranty card or a lay-by statement.

Where the problem is not major, you can offer to repair, replace or refund the product or fix the problem with the service.

For a major problem with a product, the consumer has the right to choose whether you give them a replacement or refund.

For a major problem with a service, the consumer can choose compensation for the drop in value below the price paid, or a refund.

If you choose to repair the product or fix the problem with the service, you must carry this out within a reasonable time.

Change of mind

You have no legal obligation to offer exchanges or refunds if customers change their minds. This includes a student dropping or changing courses (as per the advice provided to Kopystop from the ACCC).

Checklist for when to use your rights

If you answer 'Yes' to any of these questions, it's time to use your rights:

- Is the quality of the goods unacceptable?
- Are the goods unfit for the purpose discussed?
- Do the goods fail to match the description you got before buying?
- Do your goods fail to match a sample or demonstration model?
- Did the business fail to fulfil all their extra promises of quality and performance?
- Did the service provider fail to use reasonable care and skill?
- Did the service provider fail to do what you asked them to do?
- Was the service delivered in an unreasonable time?

Remember

You don't automatically get a repair, replacement or refund. You will need to show proof of purchase, such as a receipt or bank statement, lay-by statement or stamped warranty card showing the place of purchase. You may be entitled to choose a repair, replacement or refund, but this depends on whether the product or service has a major problem. You will need to discuss this with the business to work this out.

Checklist for when your rights don't apply

If you answer 'Yes' to the following questions, then you don't have the right to ask for a repair, replacement or refund:

- **Did you misuse the product in any way that caused the problem?**
- **Did you get the product or service you asked for, but have since changed your mind?**

Steps for using your rights

1. Go back to or contact the business.
2. Explain the problem clearly and state that you want them to fix the problem.
3. If the business refuses to fix your problem, ask to speak to the manager or [write a complaint letter](#)
4. If the business still refuses to help, contact your local consumer protection agency or the ACCC.