

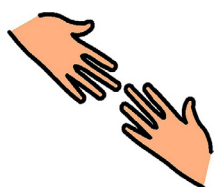


Services



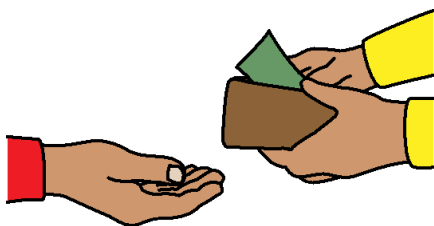
Easy English fact sheet

2025



You might need help to read this fact sheet.

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

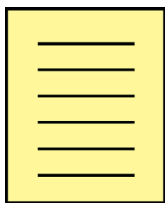


What is a service?

You pay someone to do something for you.

For example, you pay

- a hairdresser to cut your hair
- a gardener to mow your lawn
- a company for your mobile phone services.



Contracts

You might have a contract for a service.

For example,

- a mobile phone contract for 12 months
- an internet service for 12 months.

Read the contract carefully.

It should be clear and easy to read.



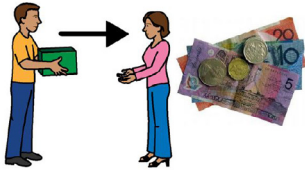
Do **not** sign the contract if you

- do **not** understand it
- think it is unfair.



There are laws in Western Australia about contracts.

For more information call
Consumer Protection WA.



Sometimes things can go wrong.

When it is **not** your fault you can ask
the shop or business for

- a **refund**

or

- **compensation.**

A refund means the shop or business gives
you all or some of your money back.

Compensation means the shop or business pays
you some money. For example, a hairdresser spills
hair dye on your shirt. You can ask the hairdresser
to pay for the cost of your shirt.



You can get a refund or stop a contract when

- the person did not do the job properly.
- the job took much longer than normal.
- something big is wrong. You would not have bought it if you knew.
- you did not get what you asked for

and

the problem can **not** be fixed easily.

- the service is not safe for you or others.

This means it can

- hurt you or someone else
- cause a fire.

What can you do?



Call the shop or business you got the service from.

- Tell them what is wrong.
- Ask the shop or business to fix it.

You can keep going with the contract

and

the shop or business will give you back some money.

This is called the difference between what you paid and what you got.

You can ask for all your money back if the problem is really big. This is a full refund.



You may not be able to get a refund if

- you have changed your mind and there was nothing wrong with the service
- something small is wrong and they can fix it for you quickly.



Remember

When you buy a service or sign a contract you must ask for

- a quote
- or
- a copy of the contract.

Keep the contract in a safe place.



Consumer Protection WA

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 30 40 54



Mail Locked Bag 100
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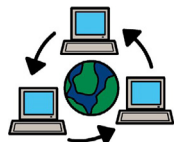
Interpreter 131 450



National Relay Service 133 677



Email consumer@demirs.wa.gov.au



Website www.consumerprotection.wa.gov.au

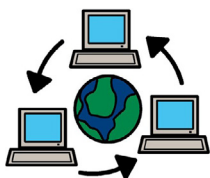


This information is written in **Easy English**.
You might need more information about the law.
You can ask **Consumer Protection WA**.

Updated February 2025.

Easy English fact sheet updated by
Consumer Protection WA.

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 or
phone 03 9843 2000.

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Scope's Communication and Inclusion Resource Centre wrote the Easy English. August 2016 www.scopevic.org.au. To see the original contact Consumer Affairs Victoria.

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**Department of Energy, Mines,
Industry Regulation and Safety**

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