



Buying furniture



Easy English fact sheet

2025



You might need help to read this fact sheet.

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



Before you buy furniture from a shop

- Think about what you want.
- Talk to other people about buying furniture.
- Work out how much you can spend.
- Look at furniture catalogues or magazines.
- Decide what you want.
- Decide what you need.



At the shop

The sales person should sell you the furniture you need. For example, when you want a couch for your family, you will need a couch that

- is strong
- will last a long time.



Questions you can ask

- Where does the furniture come from?
- Can I get a **warranty** in writing?
- How do I look after the furniture?

A warranty is a promise that the furniture maker gives you. There are other promises called Consumer Guarantees.

You can complain when there is a problem with your furniture. Look at page 9.

You can call Consumer Protection WA to ask about warranties.

You can pay with



- cash

or

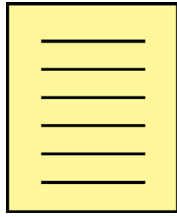


- a credit card

or



- a **loan**.



A loan is for people who do **not** have enough money to buy something.

You can get a loan from

- a bank
- credit union
- building society.



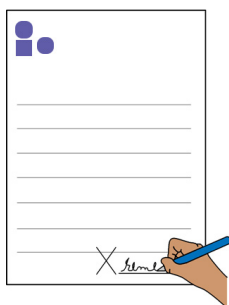
Talk to a friend, family member or a support person about loans.



Be careful.

Find out what happens if you do **not** pay the money back.

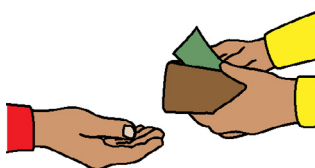
On the day you pay for your furniture



1. You will get a contract

- The contract should be fair to you and the shop.
- Read the contract carefully.
- It should be clear and easy to read.
- Do **not** sign the contract if you are unhappy.

There are laws in Western Australia about contracts. For more information call Consumer Protection WA.



2. You will pay the shop

You can pay the whole price or a **deposit**.

A deposit is part of the whole price. You will pay the rest when you get the furniture.

Are there other ways to pay?

Yes.

There might be

- **Finance**

This is a special loan. The furniture shop might be able to help you with finance.

- **Interest free offer**

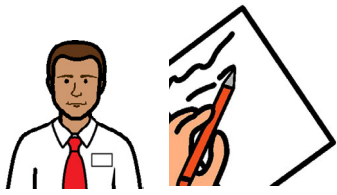
This means you pay for the furniture over a set amount of time. For example, 1 year.



Warning!

Be careful.

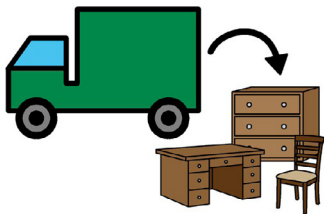
- You can get ripped off.
- When you pay for furniture with special loans or finance, it might cost you a lot more money.
- Find out what happens if you do **not** pay the money back.



The sales person can write information about the furniture on your receipt.

For example, the furniture is from Italy.
Ask the sales person to write information on your receipt.

There are laws in Australia about this.
For more information, look at page 9.



When you get your furniture

- Check the furniture is what you ordered.
- Check there are no problems with your furniture. For example, a stain on the cushion.



Problems or complaints

If you are **not** happy and you want something fixed, this is called a complaint.

You can complain when the furniture is

- different to what you need.
- different to what you ordered.
- broken. For example,
 - a broken stitch
 - a chip in the wood.



You can also complain about

- the loan
- the money contract you have.



If you are still **not** happy you can complain to Consumer Protection WA.



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
East Perth WA 6892



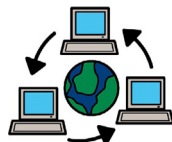
Interpreter 131 450



National Relay Service 133 677



Email consumer@demirs.wa.gov.au



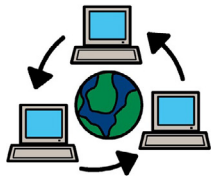
Website www.consumerprotection.wa.gov.au



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
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You can find more information at
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Great Southern	(08) 9842 8366
Kimberley	(08) 9191 8400
Mid West	(08) 9920 9800
North West	(08) 9185 0900
South West	(08) 9722 2888

Consumer Protection Division

Gordon Stephenson House
Level 2/140 William Street
Perth Western Australia 6000

Locked Bag 100, East Perth WA 6892

Call: 1300 30 40 54

Email: consumer@demirs.wa.gov.au
www.consumerprotection.wa.gov.au



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