

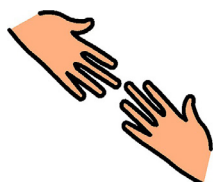


Contracts



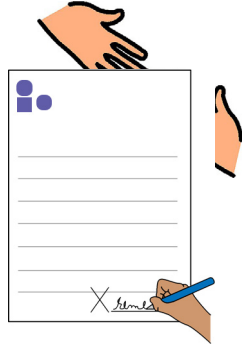
Easy English fact sheet

2025



You might need help to read this fact sheet.

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



What is a contract?

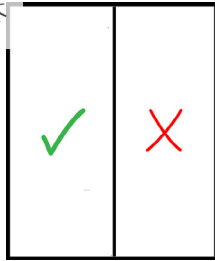
- Two people make a promise to each other.
- Some contracts are verbal.
- Some contracts **must** be in writing.
For example, when someone sells land.
- A contract is a legal agreement.
If one side breaks the rules in a contract
there may be a **fine**. A fine means paying money.



What should you do with a contract?

- Read the contract.
- Understand the contract.
- You can ask a friend, family member or support person to help you.
- Make sure you understand everything in the contract.
- If you do not understand the contract, ask for help. For example,
 - a lawyer
 - Consumer Protection WA.





Write a contract

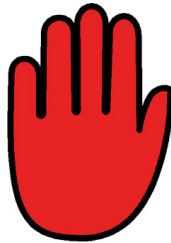
Special rules.

A special rule will protect you.

For example, a special rule might be

“subject to finance”. This means you can only buy the product if you have the loan from the bank.

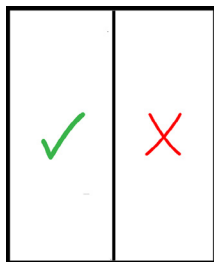
How to stop a contract



- Some contracts will give you a **cooling off period**.
Ask how many days you have to change your mind.
- Normally you can **not** stop a contract after the cooling off period.
If you can stop a contract you might have to pay a fee.

Cooling off period means a set time to

- change your mind
- stop the contract.



Rules for contracts

All contracts must be fair.

A fair contract is equal for both sides.

A person **cannot** make you sign a contract.

An unfair contract may be against the law.

If you think you have an unfair contract you should contact Consumer Protection WA.



Consumer Protection WA makes sure businesses follow the rules. For unresolved disputes the issue can be referred to a Magistrates Court.

The Magistrates Court can sometimes:

- stop unfair contracts
- give a fine to a business who writes and unfair contract.



A contract **must**

- use a clear font. The font is the style of letters. For example, the font in this book is called Roboto.
- have short, easy to read sentences.
- use plain English.
- explain hard words.

The business must show you any other documents they talk about. For example, a **warranty**.

A warranty is a promise the business gives you. When a product breaks, the business can

- give you a **refund**. This means the business gives you your money back.
- give you a **replacement**. This means you swap the product for another product.
- **repair** the product for you. This means fix it.

You can get a fact sheet about refunds, replacements and repairs from Consumer Protection WA.

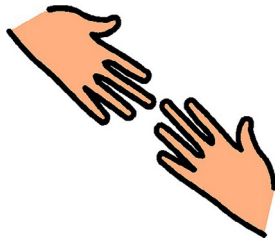
You **must**

- read the contract carefully
- take your time
- only sign the contract when you
 - understand it



and

- agree with it
- get help if you need it.





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



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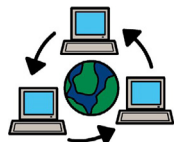
Interpreter 131 450



National Relay Service 133 677



Email consumer@demirs.wa.gov.au



Website www.consumerprotection.wa.gov.au

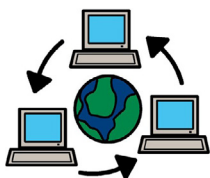


This information is written in **Easy English**.
You might need more information about the law.
You can ask **Consumer Protection WA**.

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
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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**

www.demirs.wa.gov.au

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