



Shopping tips



Easy English fact sheet

2025



You might need help to read this fact sheet.

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



Your money

- Decide how much money you can spend.
- Decide how you will pay for the product.

You might use

- cash
- credit card or store credit card
- lay-by
- finance. This is a special loan.



Warning!

Be careful when you pay for things with finance. Finance might cost you a lot more money.

Find out what happens if you make late payments or you do **not** pay the money back.

Always check that you will not get an unfair deal.

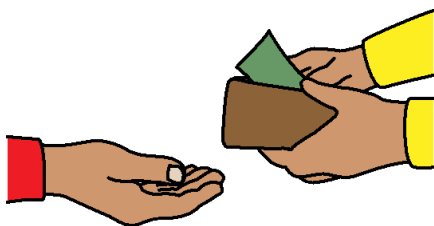
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Find out about the product

- Talk to a friend, family member or support person.
- Look at magazines. For example, Choice Magazine writes about the tests they do on different products.
- Ask different shops about
 - different brands and **warranty**
 - their rules for refunds and returns
 - delivery times and prices
 - how they can help you if the product breaks or you change your mind
 - where to complain if there is a problem.

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

Call Consumer Protection WA when you do not understand the promise you get from the business.



You are ready to buy when

You know

- how much money you can spend.
- about the product you want. For example, the brand and the quality.
- the best deal. This means the best
 - price
 - delivery prices
 - help, before and after you buy the product.



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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Cloisters Square Perth WA 6850



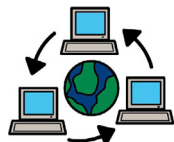
Interpreter 131 450



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Email consumer@lgirs.wa.gov.au



Website www.consumerprotection.wa.gov.au

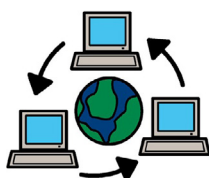


This information is written in **Easy English**.
You might need more information about the law.
You can ask **Consumer Protection WA**.

Updated September 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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**Department of Local Government,
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