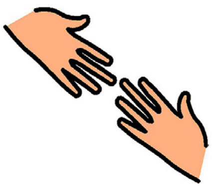
GOVERNMENT OF WESTERN AUSTRALIA
Department of Local Government, Industry Regulation and Safety

CONSUMER PROTECTION WESTERN AUSTRALIA

Buying furniture

Easy English fact sheet

2025

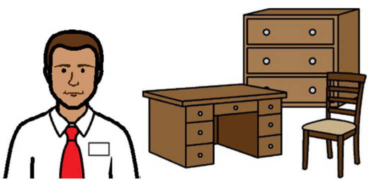


You might need help to read this fact sheet.

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.

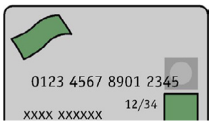
You can complain when there is a problem with your furniture. Look at page 9.

You can call Consumer Protection WA to ask about warranties.

You can pay with

- cash

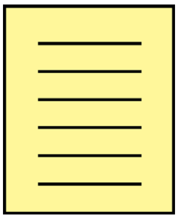
or



- 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.

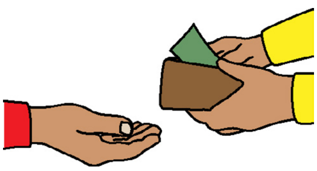
Find out what happens if you do **not** pay the money back.

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.

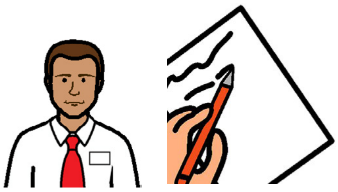
Warning!

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.

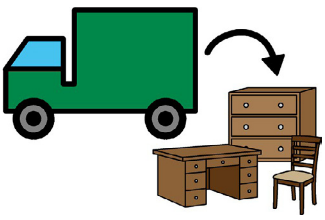
- Find out what happens if you do **not** pay the money back.



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

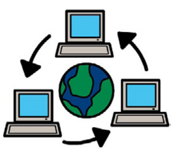
Phone 1300 30 40 54

Mail Locked Bag 14,
Cloisters Square Perth WA 6892

Interpreter 131 450

National Relay Service 133 677

Email consumer@lgirs.wa.gov.au

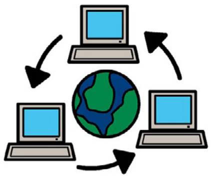


Website www.consumerprotection.wa.gov.au

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 www.scopevic.org.au or
phone 03 9843 2000.

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.

Department of Local Government, Industry Regulation and Safety

www.lgirs.wa.gov.au

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Kimberley	(08) 9191 8400
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