



Refunds, replacements and repairs



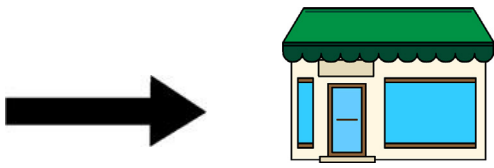
Easy English fact sheet

2025



You might need help to read this fact sheet.

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



Sometimes there is something wrong with a product you bought. You can take the product back to the shop.

The shop can

- give you a refund
- or
- give you a replacement
- or
- repair it for you.



What is a refund?

The shop gives you your money back.
An **exchange** or **credit** is not a refund.

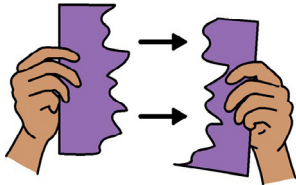
An exchange means you swap the product for another product. It could be the same product or a different one.

Credit is like a voucher for the shop. You can buy something later.



What is a replacement?

The shop gives you a new one.



What is a repair?

The shop can fix it for you.

When can you get a refund, replacement or repair?



The product

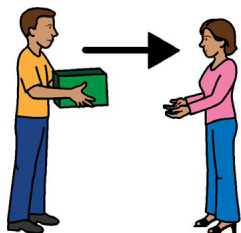
- is broken and it is not your fault.
- does **not** do what you want.
- the product does **not** do what it should do.
- is different to the product you saw in the shop. For example, it is a different size or colour.
- is **not** safe.



A product is not safe if you use it properly and

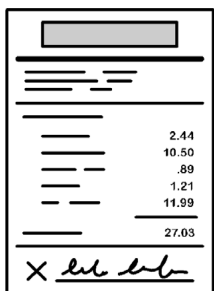
- it can hurt you
- it can cause a fire
- it breaks easily.

How can you get a refund, a replacement or a repair?



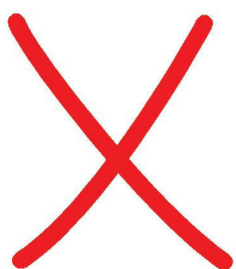
Take the product back to the shop you bought it from.

Show your



- receipt
 - credit or debit card slip
- or
- bank statement.

Explain what went wrong.



You may not get a refund or replacement if

- there is nothing wrong with the product and you just changed your mind. You might get an exchange or a credit instead.
- they can fix it for you.
- you bought the product for someone else and they do not want it.
- you knew the product was broken when you bought it. For example, you paid less for the product because it was already broken.
- you broke the product and it was your fault.



Remember

- When you buy a product always ask for
 - a receipt
 - or
 - a credit or debit card slip.
- Keep your receipt 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



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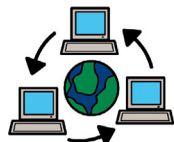
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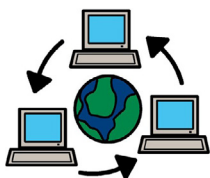


This information is written in **Easy English**.
You might need more information about the law.
You can ask **Consumer Protection WA**.

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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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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