

**Easy
Read**

Your rights when grocery shopping

Tips for when you go shopping



About this booklet



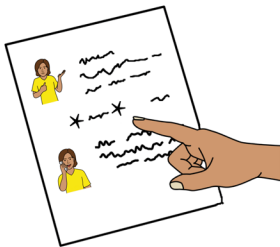
This booklet is from the Queensland Government's Office of Fair Trading within the Department of Justice.



This booklet is written in a way that is easy to understand.



You can read more information about this on our [website](http://www.qld.gov.au/fairtrading)
www.qld.gov.au/fairtrading



We add a star before and after ***hard words***.
Then we explain what the words mean.



You can ask someone to help you read and understand this booklet.



Contact information is at the end of the booklet.

Your **rights** when you shop

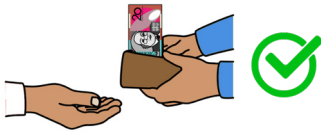
Rights are the things that everyone should be able to



- get
- have
- do.



You have rights when you buy things.



There are things you can do to help you

- pay the best prices
- get good products and services
- have problems fixed if you need.



Check the *unit price*

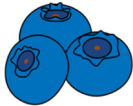


Unit price means the price for an amount of what you buy.



When you check the unit price you compare costs and it can help you save money.

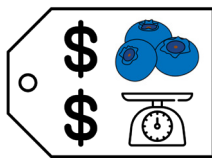
For example



- fresh berries might cost \$63 per kilogram



- frozen berries might cost \$13 per kilogram.



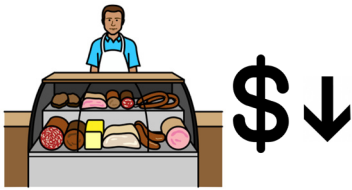
Most grocery shops will

- show the unit price near the selling price



- use measurements
 - for example, cost per 100 grams or cost per litre.

Check for ***special prices***



Special prices means the price of something is made lower for a short time.



It might also say something is **on sale**.



You can search for information on special prices before you go shopping.



For example, in an app, on the internet or in a catalogue.



Special prices may **not** always have the lowest unit price compared to similar items.

Check prices at the checkout



Look at your receipt after you shop to make sure you paid the right price.



When a shop has 2 different prices for an item, they must sell it to you for the lower price.



If the item has 2 prices by accident, the shop can also choose to **not** sell the item and fix their mistake, instead of selling it for a lower price.



If the shop does **not** fix the price problem, you can make a ***complaint***.



A complaint means you are **not** happy and you tell us the reason why.

Know when you can get a *refund*



A refund means you get your money back.



You can get a refund when

- something is wrong with the product that is **not** your fault
- you returned something to a shop because it was broken.



Australian laws protect you if something goes wrong when you shop in a store or online.



If the problem is small, you can have your item fixed.



If the problem is big, you can get your money back or get the item replaced.



You need a ***receipt*** to show what you paid for.

A receipt is a piece of paper that says you paid for the product or service.



You usually **cannot** get a refund if you

- change your mind about the item

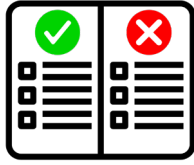


- find the item cheaper somewhere else.



Some shops give refunds for these reasons, but there are **no** laws about it.

If you think you might change your mind and want to take something back



- check the shop's refund and return rules before you shop



- ask someone who works at the shop about their rules.



Shops **cannot** use **no refund** signs because they take away your rights.



If you see a **no refund** sign you can send your complaint to us.

Keep your receipt



You should get a receipt every time you buy something.

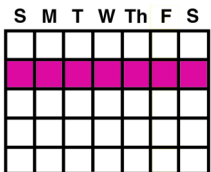


Businesses must give you a receipt for anything that costs over \$75.



For anything under \$75

- you have the right to ask for a receipt
- the receipt must be given to you for free.



Businesses have 7 days to give you the receipt.



If you ask for a receipt and they do **not** give you one, you can complain to us.



Keep your receipts in a safe place.



Some types of receipt paper fade quickly and make it hard to read.



You can take a photo of your receipts to keep them safe.



Businesses do **not** need to tell you how to care for receipts.

Tell someone if something goes wrong



Sometimes it is hard to make a complaint to a business.



Contact the business if something is wrong with a product or service you have paid for.



Tell them what the problem is and how you want them to fix it.



The business is allowed to ask to see your receipt before they fix the problem.



If your problem does **not** get fixed, contact us for help.

How to contact us



Fill in a complaint form online.



Website [Office of Fair Trading](http://www.qld.gov.au/fairtrading)
www.qld.gov.au/fairtrading



Call us.



Call 13 74 68



Visit one of our local offices.



Website [Office locations](http://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/fair-trading-services-programs-and-resources/fair-trading-services-and-contact-information/contact-us/locations)
www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/fair-trading-services-programs-and-resources/fair-trading-services-and-contact-information/contact-us/locations



For more information about unit pricing visit the ACCC website.



Website [ACCC unit price information](https://www.accc.gov.au/consumers/pricing/unit-prices-for-groceries)

www.accc.gov.au/consumers/pricing/unit-prices-for-groceries

Help to speak and listen



If you need help to speak or listen, the National Relay Service can help you make a call.



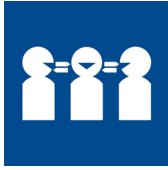
Call 1800 555 660



Website [NRS Helpdesk](https://www.accesshub.gov.au/about-the-nrs/nrs-helpdesk)

www.accesshub.gov.au/about-the-nrs/nrs-helpdesk

Help in your language



If you need help with other languages, contact the Queensland Government's interpreting service.



Call 1800 512 451

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