



Know before you go: grocery shopping tips

When you shop, you have rights. Be a smart shopper, follow our tips.

Research before you go shopping and make smart choices when you shop

Doing some research can help you get the best value for your money. Take time to think about what you want to buy.

Always stop and think before you spend:

- Do you need it?
- Can you pay for it?
- Do you have enough information about it?
- Can you get it cheaper from a different seller?

Make sure you ask enough questions of the seller so that you understand their rules (the terms and conditions) about what you want to buy.

Use unit pricing

Unit pricing can help you save money on your groceries and help you find the best value item on the day you shop.

It allows you to quickly and accurately compare the cost of grocery products, for example between package sizes and between packaged and unpackaged.

Businesses that sell groceries often show unit prices on the shelf label as well as the total price of a product to help you compare prices and find the best value for money.

Unit prices are located near the selling price and use standard units of measurement. These could be per litre, per kilogram, 100 millilitres, 100 grams or per item, depending on the type of product.

Most supermarkets, large grocery stores, and online grocery stores must display unit pricing, in store, online and in advertising for most everyday grocery items like food, drinks, cleaning and personal products.

Smaller stores and stores that don't sell a wide range of groceries don't have to display unit pricing, but they can choose to.

Some products, including hardware, appliances, clothing, stationery, and toys don't need to display a unit price.

If a store isn't displaying unit prices properly, talk to the store first. If they don't resolve it, report it to the [Australian Competition and Consumer Commission](https://www.accc.gov.au/consumers/pricing/unit-prices-for-groceries) (ACCC).

For more information about unit pricing visit the ACCC website www.accc.gov.au/consumers/pricing/unit-prices-for-groceries

Check specials

Take some time to research prices and check for specials. But remember special offers may not always have the lowest unit price.

Check the price is right

Next time you're at the grocery store, keep your receipt and check your items scanned at the right price. It's a quick check that could save you money!

When a store displays more than one price for an item, such as one price in an advertisement and another on the shelf, they must sell it to you for the lower price or stop selling the item until the prices are corrected.



If a business has displayed two prices by accident, they don't have to sell you the product for the lower price. They can choose to withdraw it from sale.

Know when you can get a refund

As a consumer, you automatically have consumer rights when you buy goods and services. These are called consumer guarantees. These rights apply whether you are buying online or purchasing in store, whether the items are full price or on sale.

The Australian Consumer Law protects you if things go wrong.

If a product you buy is faulty, does not match the description or sample, is misrepresented, or is not fit for the purpose for which it was sold, you are entitled to a remedy—such as a refund, replacement, repair or credit note.

You will need proof of purchase. The best proof of purchase is the receipt, because it will usually list the product or services bought.

Remember refunds aren't always an automatic right. Businesses don't have to give you a refund if you simply change your mind or find the product cheaper elsewhere. Some businesses still offer refunds in these situations to provide good customer service but it's not a legal requirement.

If you want to be able to exchange your purchase, check the stores' refunds and returns policy.

Remember 'no refund' signs are illegal

Signs saying 'no refunds' are illegal because stores cannot take away your consumer rights.

If you see a 'no refund' sign you can lodge a complaint with us at www.qld.gov.au/fairtrading

Keep your receipt

Receipts are proof of your purchase and are important if you need a refund or replacement. Keep your receipts in a safe place or consider taking a photo to keep a digital record.

Some types of receipt paper can fade quickly. This might make it difficult to prove a purchase later.

Businesses don't need to tell you how to care for your receipts.

Speak up if something's not right

Sometimes it's hard to make a complaint to a business. It might be because it's someone you know, or just because it feels like making trouble for yourself. Usually though, people want to do the right thing.

If something is wrong with the product or service you have purchased, contact the business. Tell them what the problem is and how you want them to fix the problem.

The business might ask for your receipt.

If you have no success, you can contact the Office of Fair Trading for help.

You can do this by:

- filling in a complaint form
- calling us
- visiting one of our local offices.

Our website contains extensive information about your rights and responsibilities as a consumer or business in Queensland. It lists our office locations and gives you access to our online consumer complaint form.

For more information visit www.qld.gov.au/fairtrading

