

Email

ACCC Response (Refe...

Priority	Due	Status Reason	Owner
Normal		Sent	Joanna MacKerras

Email

Direction Outgoing

From Infocentre

To [REDACTED]

Cc

Bcc Joanna MacKerras

Email Classification UNCLASSIFIED

Subject ACCC Response (Reference : REF2224896) [SEC=UNCLASSIFIED]

Select Template New - Consumers - Not ACCC - No CCA Breach - Broad ACL description

Dear

Thank you for writing to us about the definition of consumer under the *Competition and Consumer Act 2010*. We have recorded the details of your report.

Who is a consumer?

Goods and services you buy come with 'consumer guarantees' that they will work and do what you asked for. A person—or a business—will be considered a consumer if:

- they purchase goods or services that cost less than \$40,000
- the goods or services cost more than \$40,000, but they are of a kind ordinarily acquired for domestic, household or personal use or consumption
- the goods are a commercial road vehicle or trailer used primarily to transport goods on public roads.

As stated above, the contract of sale between the consumer and retailer determines the rights which may or may not apply. Therefore, if a person did not purchase the item (i.e. - did not enter into a contract of sale with the business), then the consumer guarantees may not be applicable. You may wish to consider seeking independent advice about rights may or may not apply in your situation.

Released under FOI

We have recorded your report

We appreciate you reporting your matter to us. All information is potentially valuable to help us identify trends and where we can most effectively direct our resources, so we encourage you to report any behaviour or business practice that is concerning to you. You can read more about how we prioritise our work and what we can and can't do for consumers on our website.

Yours sincerely

Joanna
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 @accgovau  ACCCConsumerRights

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Regarding  

Duration 30 minutes

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