

# Media Release

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## NEW GUIDES TO PROTECT CONSUMER RIGHTS

New industry guidebooks have been released to ensure consumer rights are better protected.

Industry specific guidebooks have been developed by Australia's consumer protection agencies, including the State's consumer watchdog, Consumer and Business Services.

Consumer Affairs Commissioner Paul White says the guides are targeted at businesses, and aim to help them better understand their rights and obligations when problems arise.

"The specific industries covered by these guides are electrical and whitegoods, travel and accommodation, car sales repairs and rentals, as well as personal services such as hairdressers, photography, domestic cleaning, and even furniture removal," Commissioner White said.

"The guides will assist businesses and lawyers better understand the Australian Consumer Law (ACL) with information and examples that are relevant to their specific industries.

"That, in turn, will mean better protection for consumers.

"Topics covered include refunds, replacements and repairs, as well as consumer guarantees.

"We often have requests from industry bodies for more detailed guidance about how the ACL applies to them, as well as frequent consumer complaints about problems with traders.

"We expect that these guides will benefit businesses and consumers."

The ACL is Australia's national consumer law, replacing previous consumer protection laws in the Commonwealth, state and territories. The ACL applies at the Commonwealth level and in each state and territory.

The new guides are available for download from [cbs.sa.gov.au](http://cbs.sa.gov.au) or by calling 131 882 to request a printed copy.

