



Promoting a Fair and Safe Marketplace for All



BUSINESSES SHOULD:



Provide clear and accurate information on prices, discounts and promotions to consumers before providing the product/service.



Ensure any discount or price benefit offered is genuine.



Ensure claims made regarding any product/service such as treatments and packages are accurate and can be substantiated.



BUSINESSES SHOULD NOT:



Pressure customers into buying products/services.



Promote products/services to consumers in circumstances where consumers are unable to clearly understand and assess the product/services' characteristics and make an informed decision.



Make claims or guarantees about the results or effects of their products/services which are unsubstantiated.



USEFUL TIPS FOR CONSUMERS



Be wary of exaggerated, dubious or unsubstantiated claims.



Be wary of claims or offers that seem too good to be true.



Enquire and research products/services before a purchase.



It's OK to stop a sales pitch and just say "NO" if you are not interested.



Review what is and isn't included in the sales agreement and package before purchasing

SCAN TO WATCH THE VIDEOS



["Think Twice Before You Buy"](#)



["Auntie Rosie Learns Fair Trading Law"](#)