WHEN PURCHASING GOODS OR SERVICES, CONSUMERS MAY BE EXPOSED TO RISKS

As a consumer, you could be harmed because of goods and services that are:

1. **Different from the description**

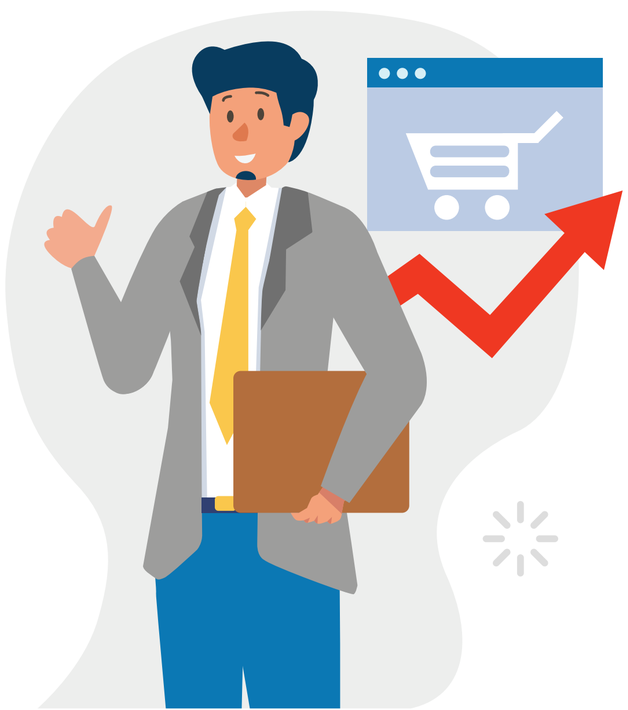
2. **Of unacceptable quality**

3. **Unfit for purpose**

If harmed, consumers can seek redress (e.g. compensation) from the business:

1. **This is one of the basic consumer rights**

2. **It keeps business behaviour in check**



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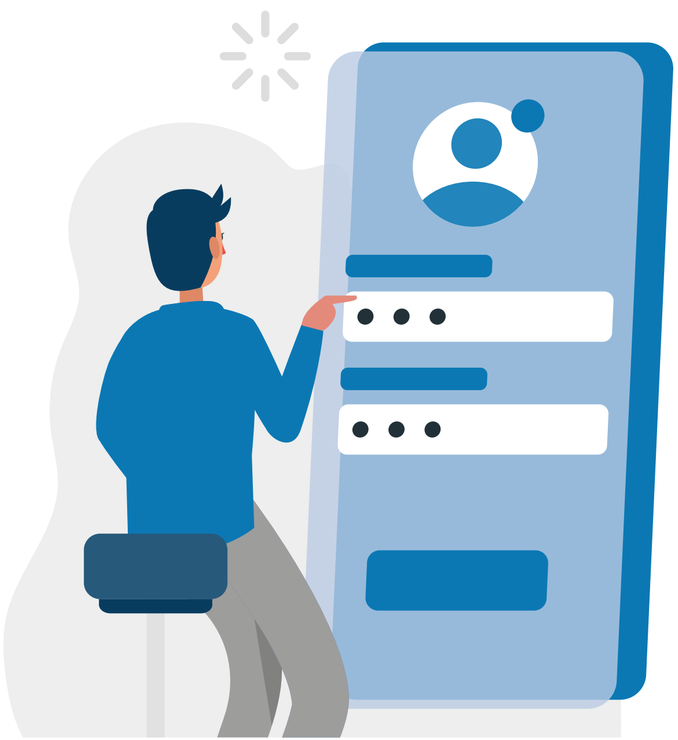
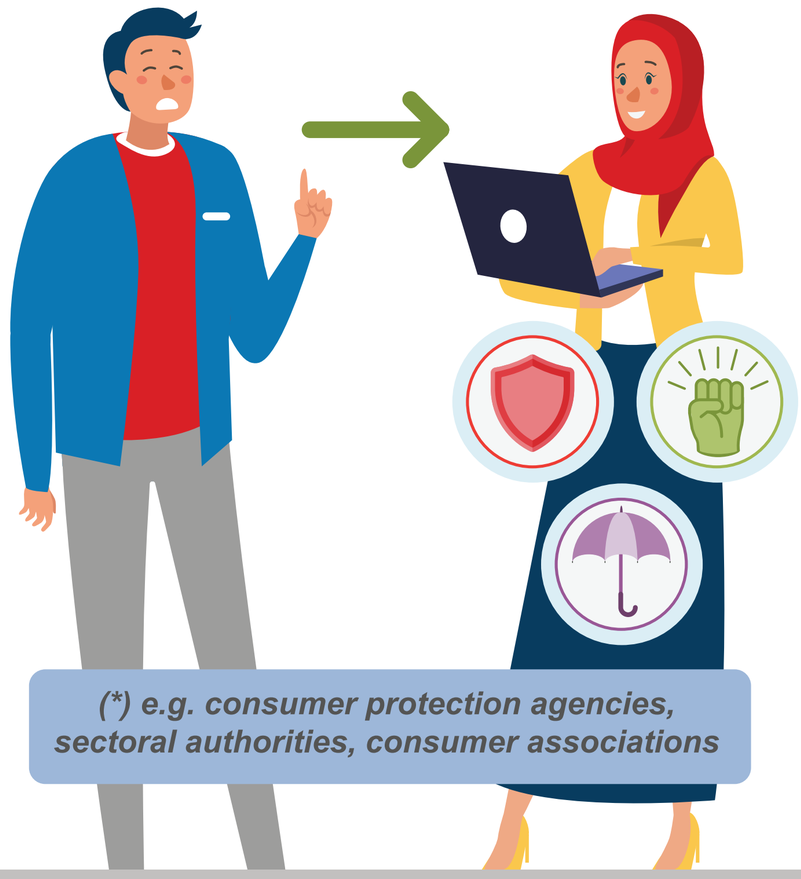


CONSUMERS HAVE THE RIGHT TO COMPLAIN AND GET REDRESS

As a consumer, you can file a complaint by:

1. Directly approaching the business
2. Consulting with relevant institutions or bodies(*)
3. Bringing your claim to an alternative dispute resolution body or the court



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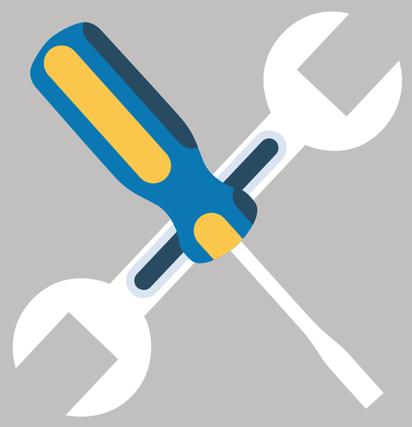
Common types of redress:

1. Refund

2. Repair



3. Replacement

BUSINESSES SHOULD PROVIDE CHANNELS TO HANDLE COMPLAINTS

As a business, you are responsible for:

1. Setting up a customer care hotline or centre

2. Clearly explaining conditions or compensation*

3. Providing appropriate redress*

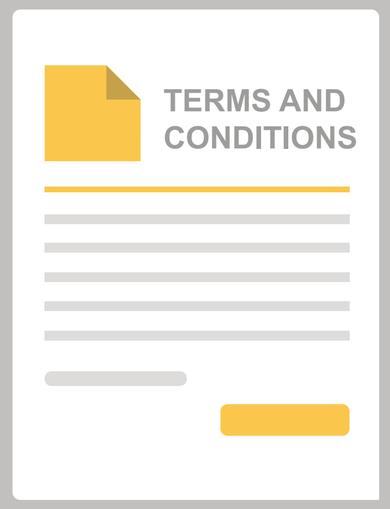
(*)based on warranties and guarantees

Be a responsible business and reduce consumer complaints:

1. Engage in honest marketing and sales

2. Ensure the quality of goods and services

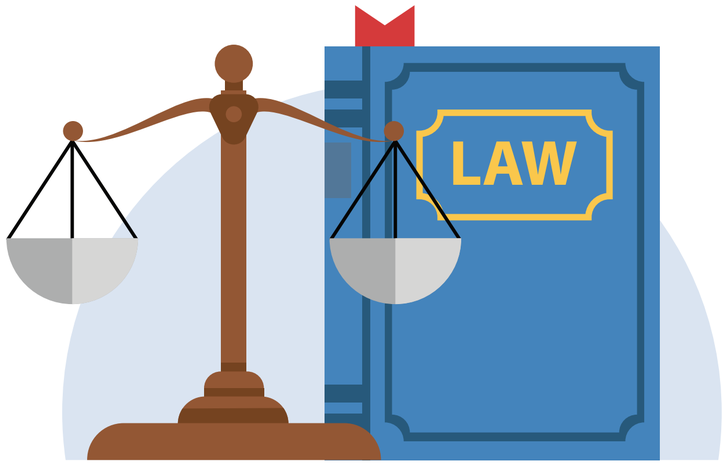
3. Apply fair terms and conditions



GOVERNMENT AGENCIES SHOULD PROTECT CONSUMER RIGHTS TO REDRESS

Government agencies should:

1. Develop laws and regulations on consumer redress



2. Define institutional mandates and mechanisms

3. Direct consumers to redress options

Channels for consumer complaints:

1. Consumer protection agencies and/or associations
2. Sectoral authorities/ regulators
3. Alternative dispute resolution bodies
4. Courts

CONSUMER REDRESS

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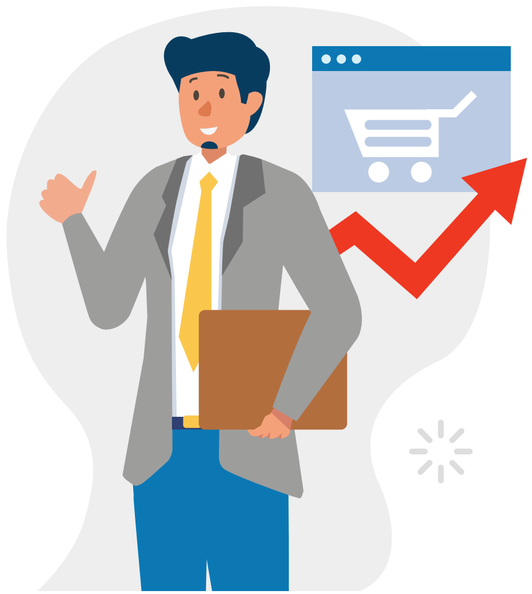

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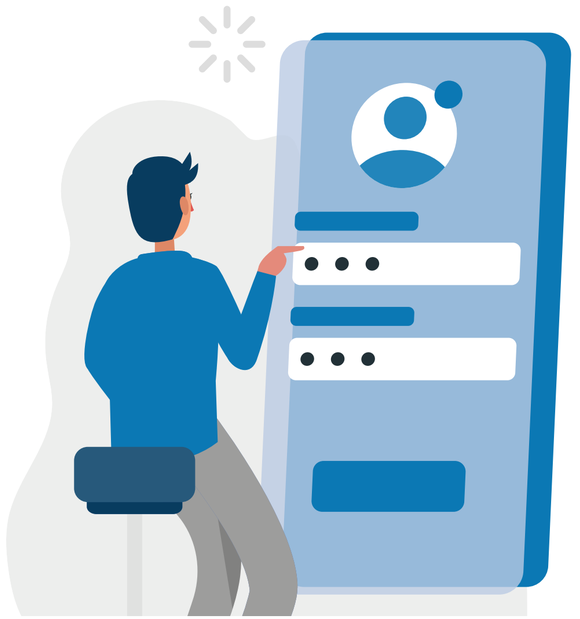

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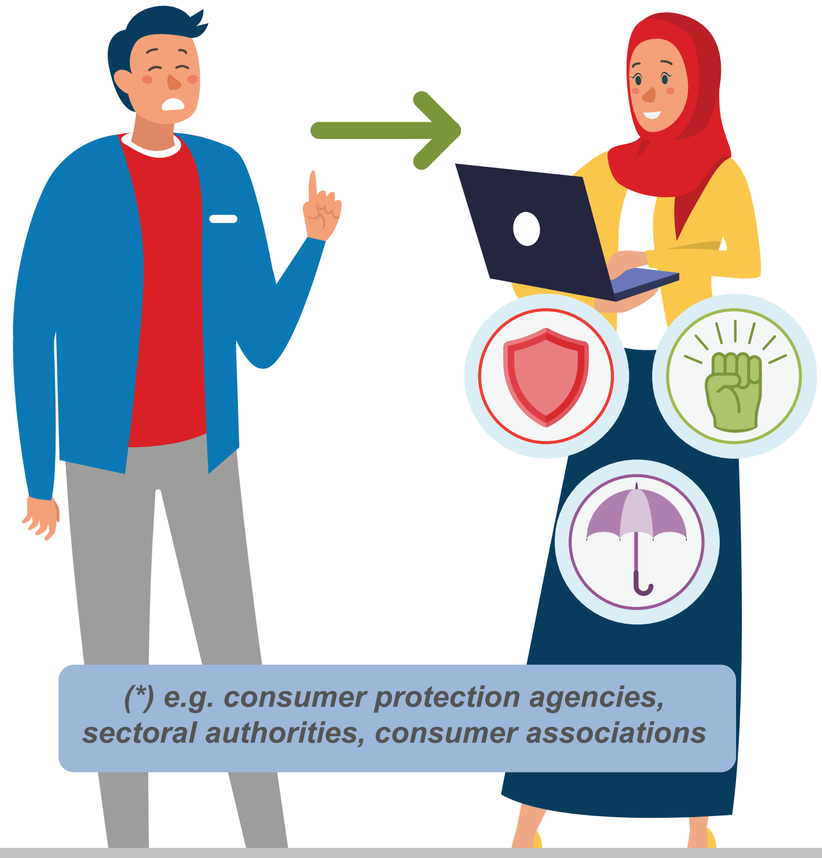

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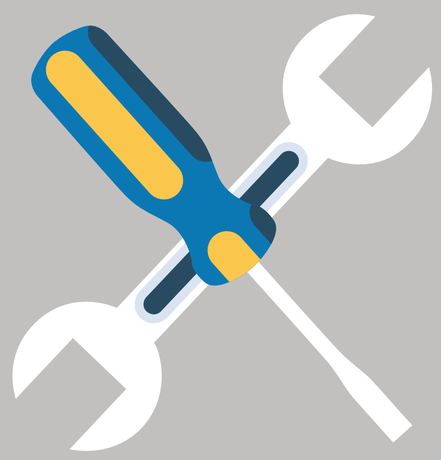

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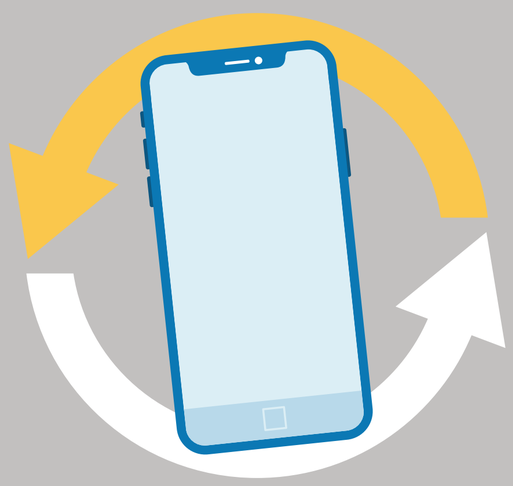

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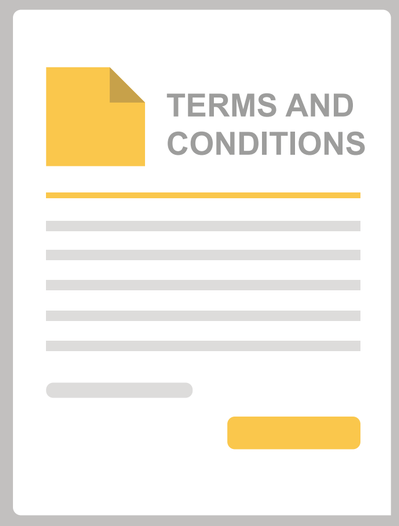

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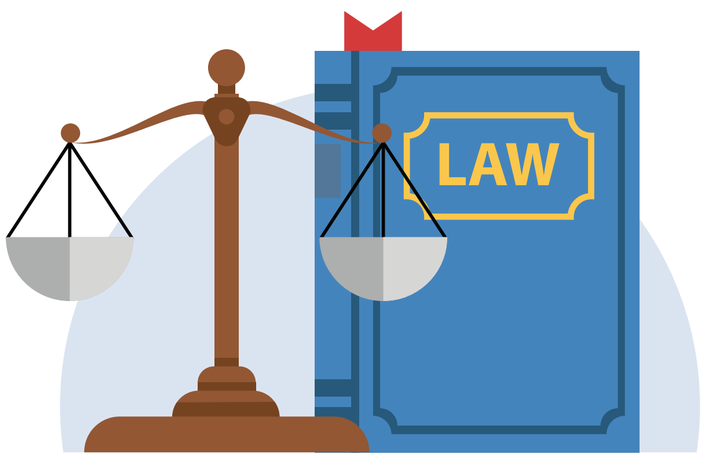

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