



# FAIRSTORE— for consumers

## What does it mean to be a FairStore?

A FairStore helps people living in remote and Indigenous communities comply with the law and trade fairly.

### What you can expect from a FairStore

A FairStore will:

- > clearly show the full price (including the Goods and Services Tax (GST)) on items for sale in their store
- > act honestly, so that you are not misled about the quality, price or origin of what you are buying, or how it should be used
- > not charge high prices for items just because the store is remote or because other stores are not close by
- > if you ask, tell you why a price is being charged for an item
- > tell you of any limits or charges for using EFTPOS, book-up or for opening at special times
- > not try to trick you or make you buy things you don't want or can't afford.

### What can you do?

There are some things you can do to help the store you shop at be a FairStore:

- > Make sure you understand the store's charges:
  - > the smallest amount for using EFTPOS
  - > fees for using book-up or EFTPOS
  - > largest amount you can use on book-up or EFTPOS.

### What you cannot do

Do not expect a refund just because you changed your mind. A shop does not have to give you a refund if:

- > you have changed your mind about the thing you bought
- > you have found another shop selling it cheaper
- > you have broken it by not using it properly.

If you think the store has not acted in a fair way, you should talk to the store first. If you cannot work out the problem, you can talk to a local community councillor, a consumer affairs agency or an interpreter.

## Useful contacts

Australian Competition and Consumer  
Commission (ACCC)

[www.accc.gov.au](http://www.accc.gov.au)

ACCC Indigenous Infoline: 1300 303 143

Australian Securities and Investments  
Commission (ASIC)

[www.asic.gov.au](http://www.asic.gov.au)

Tel: 1300 300 630

Human Rights and Equal Opportunity  
Commission (HREOC)

[www.humanrights.gov.au](http://www.humanrights.gov.au)

Tel: (02) 9284 9600

Complaints Infoline: 1300 656 419

### ACT

Office of Fair Trading

[www.fairtrading.act.gov.au](http://www.fairtrading.act.gov.au)

Tel: (02) 6207 0400

### NSW

Department of Fair Trading

[www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

Tel: (02) 9895 0111

### NT

Office of Consumer Affairs  
and Fair Trading

[consumeraffairs@nt.gov.au](mailto:consumeraffairs@nt.gov.au)

Tel: (08) 8999 5184

or 1800 019 319 (NT only)

### Qld

Office of Fair Trading

[www.fairtrading.qld.gov.au](http://www.fairtrading.qld.gov.au)

Tel: 13 13 04

### SA

Office of Consumer  
and Business Affairs

[www.ocba.sa.gov.au](http://www.ocba.sa.gov.au)

Tel: (08) 8204 9777

### Tas

Office of Consumer Affairs

[www.justice.tas.gov.au/  
ca/index.htm](http://www.justice.tas.gov.au/ca/index.htm)

Tel: 1300 654 499

### Vic

Consumer Affairs Victoria

[www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

Tel: 1300 558181

### WA

Department of Consumer  
and Employment Protection

[www.docep.wa.gov.au](http://www.docep.wa.gov.au)

Tel: 1300 304 054

