

What you must do for customers

The Consumer Guarantees Act (CGA) gives guidelines for businesses on what they must provide to customers. If a product or service you provide doesn't meet these requirements, you must give your customer a remedy. But if you buy a product or service for your business, you can't rely on the CGA for a remedy if something goes wrong.

PRODUCTS

Fit for a particular purpose
Does what the customer told you they needed

PRODUCTS

Match the description
The same as the product description or sample model

PRODUCTS

Of acceptable quality
In good working order and free from defects

SERVICES

Carried out with reasonable care and skill
Done properly to an acceptable standard

SERVICES

Charged at a reasonable price
Cost a reasonable amount if the price was not set beforehand



PRODUCTS

Arrive on time and in good condition
Delivered undamaged and at the agreed time

SERVICES

Fit for a particular purpose
Results in what the customer told you they needed

SERVICES

Carried out in a reasonable time
Completed in an acceptable time if a deadline was not agreed beforehand

For more, see business.govt.nz's **Dealing with customer complaints** section