

THEN:

You are not entitled to anything! You must rely solely on the goodwill of the Trader.

WHY?

Because consumers also have certain responsibilities:

- Always check your goods before you decide to purchase
- Ensure the products are suitable to your needs
- Try on clothing to make sure they fit
- You cannot change your mind once the contract has been made – it is binding!

IMPORTANT POINTS TO BEAR IN MIND:

- When seeking redress, the buyer must be present.
- If faults are pointed out before purchase, you cannot reject at a later date.
- Never accept a free repair, credit note, or exchange before finding out what your rights are.
- Ensure you get a receipt as of purchase. Keep it safe; you may need to seek redress.



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ADVICE AND
INFORMATION FOR THE
**YOUNG
CONSUMER**



WHAT ARE YOUR RIGHTS?

It is important to know your rights when buying goods and services.
This will help you to make informed choices and get good value for your money.

WHAT SHOULD YOU DO IF:

- Your school bag falls apart on the first day of school
- Your new school shoes have come away from the soles
- Your trousers are the wrong size – they're incorrectly labeled
- The braids in your hair are falling out just a few days after visiting the hairdresser
- Your cellphone screen is overheating
- Your tablet is not functioning as it should
- Two colours of your multi-functional pen do not work



Consumers are protected by the Sale of Goods Act of Antigua and Barbuda which states that:

- Goods must be of merchantable quality
- Goods must be as described
- Goods must be fit for their purpose

If goods are faulty, you may go back to the shop quickly and politely complain. Ask to see the manager or whoever is in charge. Take your receipt with you as proof of purchase. You may be entitled to a full refund.

Seek advice before accepting the Trader's offer of a free repair, exchange or credit note.

BUT:



If your designer (name brand) jeans do not fit properly when tried on at home or



You want to return that dress because your friends say it's no longer in fashion or



Your lunch bag is not large enough for your drinks and snacks or

You see the same item at a cheaper price at another store

