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Email

ACCC Response (Refe...

Priority	Due	Status Reason	Owner
Normal		Sent	Rebecca Hanrahan

Email

Direction Outgoing

From Infocentre

To

Cc

Bcc Rebecca Hanrahan

Email Classification UNCLASSIFIED

Subject ACCC Response (Reference : REF1954901) [SEC=UNCLASSIFIED]

Select Template

Dear

Thank you for your email of 20 July 2016 to the Australian Competition and Consumer Commission (ACCC) about your air fryer. Your reference number for this matter is REF1954901.

Source

You may be entitled to a replacement or refund. If you cannot resolve this problem with , **you should contact your local** consumer protection agency.

Your local consumer protection agency may be able to assist you with this matter. They can mediate some disputes but they cannot enforce a resolution. Unlike these agencies, the ACCC does not have a dispute resolution service.

Although we do not have a dispute resolution service we have recorded your complaint. Complaints like yours help us understand what issues cause the most harm to Australian consumers and where best to use our resources. You can find out about our priorities on our website.

Our website also has information about consumer guarantees. Consumer guarantees provide you with a number of rights. Our guide to these rights is called Consumer guarantees—a guide for consumers. The section of this guide most relevant to you is 'Acceptable quality' (page 5). This guarantee requires that goods you buy are

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acceptable in appearance and finish, free from defects, safe and durable. If an item you buy is not one of these things, you are entitled to a remedy (repair, replacement or refund). If the problem with the item is major you can choose the remedy. If the problem is not major, the supplier can choose the remedy.

Please see our website for more information about the ACCC.

I hope the above information is helpful.

Yours sincerely

Rebecca

Public Information Officer | Infocentre
Australian Competition and Consumer Commission
23 Marcus Clarke Street Canberra 2601 | www.accc.gov.au
T: 1300 302502

@accgovau ACCCConsumerrights

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No Attachment records are available in this view.	
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Regarding 

Duration 30 minutes

Created On	26/07/2016 2:51 PM	Date Sent	26/07/2016 2:57 PM
Modified On	1/06/2017 10:48 AM	Modified By	 Timothy Fulton