

Australian Consumer Law (ACL)

One-on-one lesson deck

60 minutes

1:1 with Matthew

Library room • iPad

Focus: consumer guarantees, remedies, and making a complaint

Lesson objectives (end of lesson)

1

Explain key consumer guarantees (in simple terms)

Acceptable quality • match description • fit for purpose • safe

2

Decide whether a problem is major or minor (basic level)

Choose a likely remedy: repair • replacement • refund

3

Make a clear complaint (spoken + written)

Problem → evidence → request → timeframe (polite language)

Key vocabulary + useful phrases

Vocabulary

- refund • repair • replacement
- receipt • proof of purchase
- faulty / defective • unsafe
- consumer guarantee • remedy
- major problem • minor problem
- misleading / not as described

Useful phrases

- “I bought this on (date). It cost \$___.”
- “It stopped working after ___ days/weeks.”
- “Under Australian Consumer Law, I’d like a repair / replacement / refund.”
- “Here is my proof of purchase.”
- “Can you please confirm this in writing?”

Watch: <https://www.youtube.com/watch?v=N-6Sam2UL3o>

ACL consumer guarantees (simplified)

When you buy goods or services, they should be:

- Safe and of acceptable quality (not faulty)
- As described (matches the label, advertisement, or photo)
- Fit for purpose (does the job it was sold for)
- Provided within a reasonable time (for services)

Important: a store “policy” can’t remove these rights.

Major vs minor problems (choose the likely remedy)

MAJOR

Typical signs

- Unsafe
- Very faulty / keeps failing
- Not as described (wrong model / wrong features)
- You wouldn't have bought it if you knew

Often you can choose:

Refund OR replacement

MINOR

Typical signs

- Small fault that can be fixed
- Product still mostly works
- Reasonable to repair quickly

Usually the first step is:

Repair OR replacement

Quick decision flow (what to do first)

1) Explain the problem

What happened? When?
What was promised?



2) Is it major?

Unsafe / not as described?
Would you still buy it?



3) Ask for a remedy

Major: refund or replace
Minor: repair or replace

Bring proof of purchase (not only a receipt):

- Receipt
- Bank statement
- Email/order confirmation
- Loyalty account record

Role-play: complaint conversation

Customer (Matthew)

- “Hi — I bought this on (date). It cost \$___.”
- “The problem is: ____.”
- “Here is my proof of purchase.”
- “Under ACL, I’d like a repair / replacement / refund.”
- “Could you please confirm the next step in writing?”

Staff pushback (teacher)

- “Our policy is no refunds.”
- “You need to contact the manufacturer.”
- “You don’t have a receipt.”
- “We can only offer store credit.”

**Goal: stay calm + repeat
problem + evidence + request**

Writing task: complaint message template

Subject: Request for remedy under Australian Consumer Law

Hello (Store/Customer Service),

I purchased (item) on (date) for \$_____ from (store/location/online).

The problem is: _____. It started on (date) / after ___ days.

My proof of purchase is attached (receipt / bank statement / order email).

Under Australian Consumer Law, I am requesting a (repair / replacement / refund).

Please let me know the next steps and expected timeframe.

Kind regards,
Matthew

Tip: keep sentences short and specific (what happened + what you want).

Quick check + homework

Quick check (2 minutes)

Scenario: You bought a blender. It overheats and smells like burning after 3 uses.

- Major or minor? Why?
- What remedy will you request?
- Say a 3-sentence complaint.

Homework (choose one)

- Write a full complaint email for a new scenario (6–8 sentences).
- Find a “no refunds” sign/policy and write 3 sentences: what ACL still allows.

Success checklist: Purchase detail ✓ Problem clear ✓ Remedy request ✓ Polite language ✓

Optional extension (if time)

Escalation steps (practical)

- Ask for a manager (stay calm and repeat the request).
- Put the complaint in writing (email/message).
- Keep evidence: photos/videos, receipts, order emails.
- If needed: contact your state/territory consumer affairs or the ACCC for guidance.

Extra language: *"I understand your policy, but my consumer guarantees still apply."*

"Could you please tell me where this is written?"