

Worksheet: Australian Consumer Law (ACL)

Learner: Matthew | Date: 19/2/2026 | Lesson length: 60 minutes

Today's goals:

By the end of this lesson, I can:

- Explain 3 basic consumer guarantees (quality, match description, fit for purpose).
- Decide if a problem is likely major or minor (basic level).
- Ask for a remedy (repair / replacement / refund) using polite English.

1) Key vocabulary

Match the word to the meaning. Write the letter (A-H).

Word	Meaning (A-H)	Example (your sentence)
refund		
repair		
replacement		
receipt / proof of purchase		
faulty / defective		
warranty		
consumer guarantee		
remedy		

Meanings:

- A. Money back
- B. Fix it
- C. A new item instead of the old one
- D. Evidence you paid (receipt, bank statement, email)
- E. Not working properly / broken
- F. A promise from a business/manufacturer about the product
- G. Your legal rights that cannot be removed by 'store policy'
- H. The solution (refund/repair/replacement)

2) Consumer guarantees (simple)

Tick (✓) the guarantees that apply in Australia. Then write one example.

Guarantee	Tick (✓)	Example (from real life)
Acceptable quality (safe, durable, no faults)		
Matches description/photo/advertising		
Fit for purpose (does what it was sold to do)		
Store policy can remove your legal rights (TRUE / FALSE?)		

Quick check: 'No refunds' sign = no rights. TRUE / FALSE: _____

3) Major problem or minor problem?

Read each situation. Circle: MAJOR or MINOR. Then choose a remedy.

Situation	Major / Minor	Best remedy (circle)	Why? (1 sentence)
A kettle leaks hot water (unsafe).	MAJOR / MINOR	refund / replacement / repair	
Shoes fall apart after 1 week.	MAJOR / MINOR	refund / replacement / repair	
Online item delivered is a different model to the listing.	MAJOR / MINOR	refund / replacement / repair	
Headphones crackle sometimes, but still work.	MAJOR / MINOR	refund / replacement / repair	
Laptop battery lasts 30 minutes but advertisement said 10 hours.	MAJOR / MINOR	refund / replacement / repair	
Phone charger stops working after 2 days.	MAJOR / MINOR	refund / replacement / repair	

4) Complaint script (speaking)

Use this script for a store conversation. Practise twice with your tutor.

Customer (you)	Key information
Hello. I bought this _____ on _____. It cost \$_____.	Item + date + price
It is faulty because _____.	Problem + when it happened
Here is my proof of purchase: _____.	Receipt / email / bank statement
Under Australian Consumer Law, I'd like a _____.	repair / replacement / refund
How long will that take? Can you confirm in writing?	Timeframe + written confirmation
Thank you. My contact details are _____.	Name + phone/email

If staff says 'Our policy is no refunds', you can say:

"I understand, but under Australian Consumer Law I still have consumer guarantees. I'd like a remedy for this faulty item."

5) Writing task: email/message to a retailer

Write 6-8 sentences. Keep sentences short and clear.

Subject: Complaint - faulty _____ (order/receipt no. _____)
Hello (store/team),
I purchased a _____ on _____ for \$_____.
The problem is: _____.
It happened on/after: _____.
My proof of purchase is: _____.
Under Australian Consumer Law, I am requesting a _____ (refund/replacement/repair).
Thank you. Please contact me on _____. Kind regards, Matthew

6) Final challenge

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

a) Major or minor? _____

b) Remedy: _____

c) Why? _____

