Consumer Protection

Mastercraft Kitchens & Electrical Communications Day 2021

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Business and Consumer branch









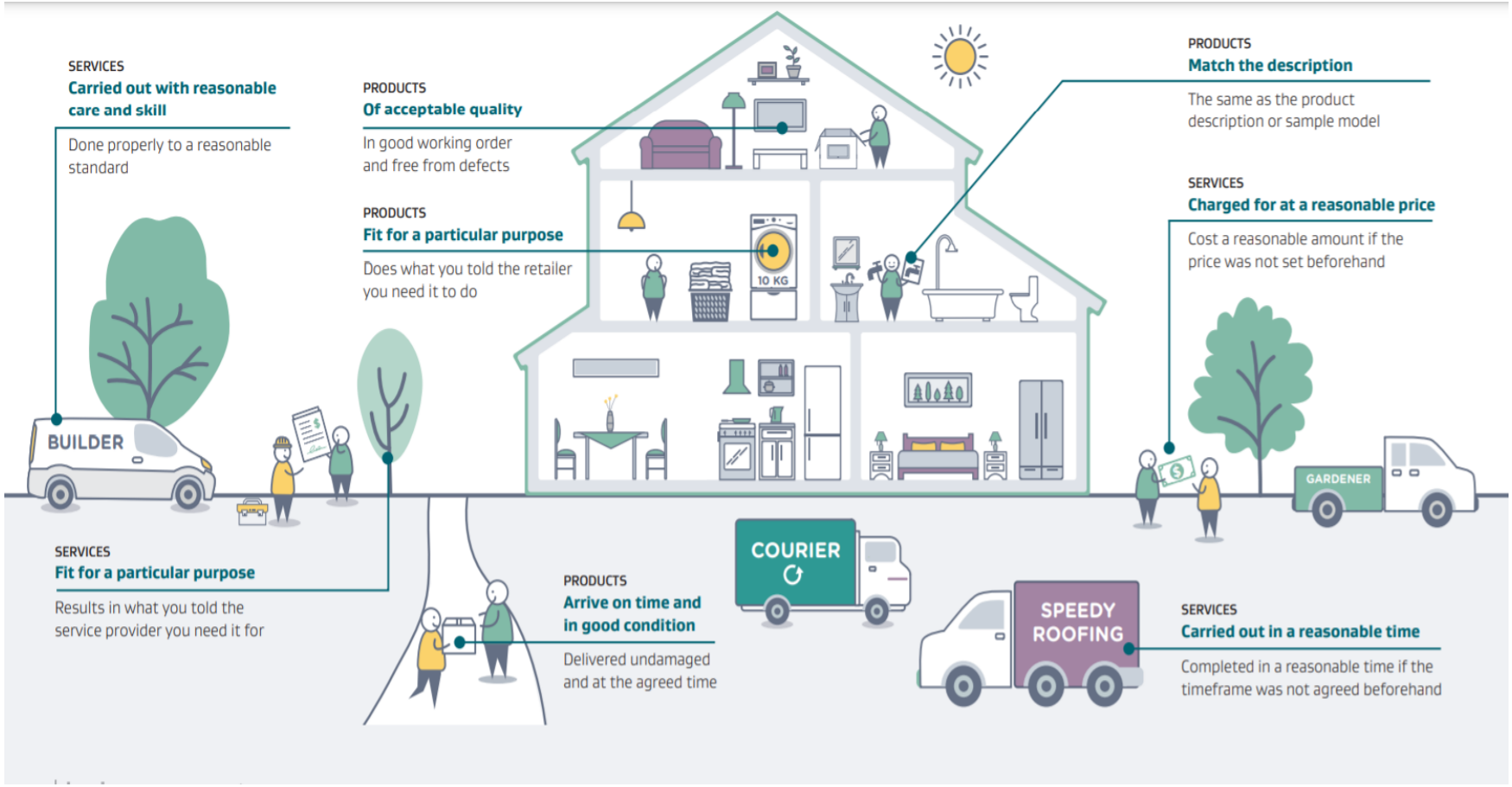






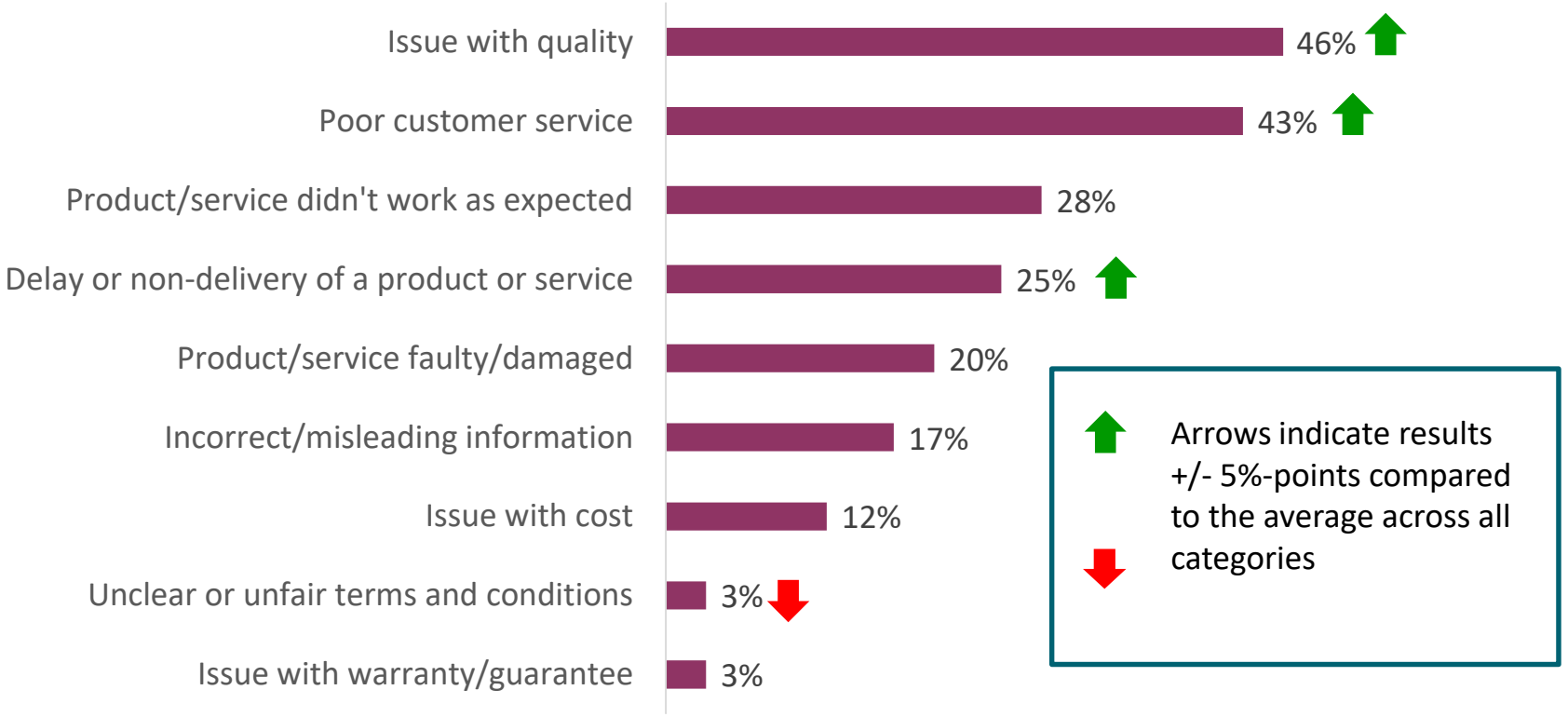


Consumer Protection at a glance



New Zealand Consumer Survey 2020

The type of problem experienced in the building, repairs, renovations and maintenance sector



Base: Those whose most recent problem was in this category (n=51)

Scenario 1 – Electrical/Kitchen

An electrician/kitchen joiner supplies a well-known brand of appliances to a consumer and one of the appliances breaks down.

Who is responsible to the consumer to remedy the issue?


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reasonable care
Repair
Consumer Guarantees Act
timeframe

Scenario 2 - Kitchens

A kitchen joiner completes a project, and 12 months later the customer notices major discolouration with the cupboards and asks that they be replaced.
The joiner's NZ supplier sourced the cupboards from a manufacturer based overseas.

Who is responsible to the consumer to replace the cupboards?

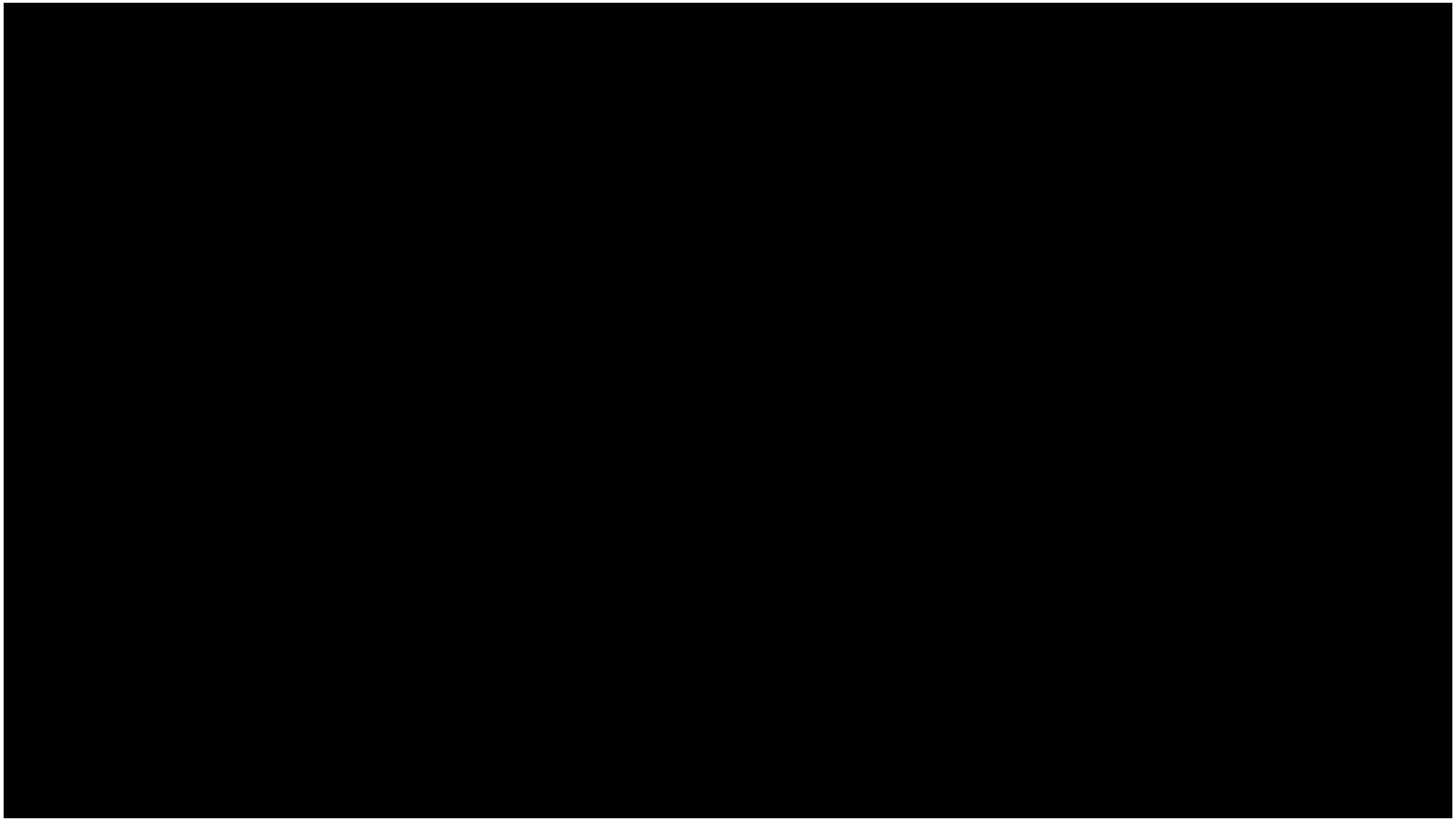
Scenario 3 - Electrical

A local electrician supplies and installs solar panels sourced offshore, which develop a fault after a short time.

The consumer wants them fixed immediately, but the electrician wants the offshore manufacturer to sort it out since the fault was with their product. This results in a major delay in fixing the problem.

Who is responsible to the consumer to remedy the situation?

Consumer Rights – Good to know



Summary guidance for scenarios

- Start with the Consumer Guarantees Act
- Check the Consumer Protection website
- Solutions – Repair, Replace, Refund
- Consumer to choose who to remedy – business they originally dealt with or New Zealand based supplier
- Dispute resolution options

Links to Consumer Protection resources

NZ Consumer Survey 2020

https://www.mbie.govt.nz/business-and-employment/consumer-protection/consumer-research-and-reports/nz-consumer-surveys/

Products and Services Booklets (includes flowcharts)

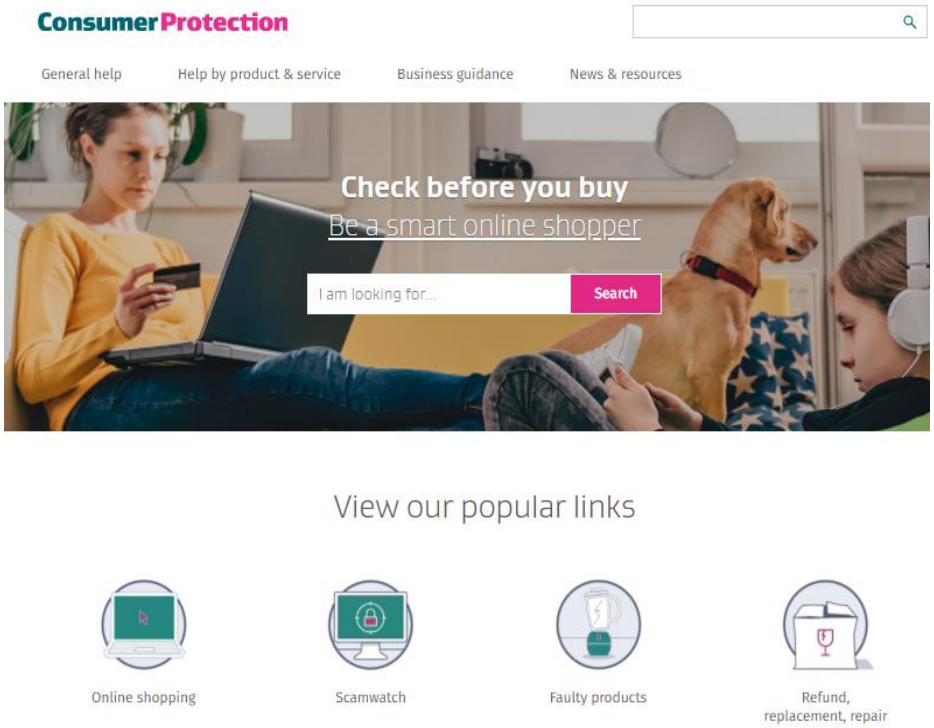
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Rights Finder – online tool on website

https://www.consumerprotection.govt.nz/general-help/consumer-rights-finder/#search:

Thank you!

www.consumerprotection.govt.nz



Booklets



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