



the detea

the department of economic
development, tourism and
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FREE STATE PROVINCE

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CONSUMER PROTECTION OFFICE

TIPS ON BUYING FURNITURE AND OTHER CREDIT ARRANGED RELATED PRODUCTS

What to do before buying furniture (or any other credit regulated products)

1. Learn to familiarize yourself with the product, and do make sure that it does meet your needs.
2. Check up on the seller. Get as much information as possible *viz-a-viz* the seller's reliability, honesty and reputation. Again do find out whether he / she does give refunds.
3. Obtaining information about the furniture / product itself, is the most important way of protecting yourself when you go shopping. Wise consumers do make pretty sure that they have information about the product / furniture, the seller, and the terms / conditions / contract of sale.

What do you do should things just go awry or wrong

1. Whatever happens, consumers are advised and reminded to for ever remain calm and persistent.
2. Contact the seller immediately. The seller must be provided with all the information such as the receipts, date of purchase, full description of what is wrong with the product and most importantly; the seller is not under any obligation to entertain a complaint based on a fault made by the consumer.
3. Consumers are further advised not to give the seller original documents.
4. If the seller refuses to help, then demand to be spoken to by the manager or alternatively do send a letter to the manager / owner of the shop and keep a copy of your letter to serve as a record.
5. If the manager / owner / seller still refuse to help, then you should send a complaint letter to the manufacturer of the product or the head office of the store concerned. All the information should be clearly stated and again; do keep originals of the documents for yourself and most importantly; **be polite.**
6. Lastly, if you are not satisfied or alternatively the shop is being intransigent, then do obtain assistance from the **Consumer Protection Offices of the Free State Province.**