

Media Release



Government of South Australia

Office of Consumer and
Business Affairs

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Beware the 3 Amigos

The Commissioner for Consumer Affairs, Mark Bodycoat today warned consumers about the unfair business practices of Three Amigos Outdoor Gurus Pty Ltd, a retailer of outdoor products including motor powered bikes, buggies and remote control toys.

Three Amigos is located at 50 Grand Junction Road, Ottoway.

The Office of Consumer and Business Affairs (OCBA) has received a number of complaints from consumers about major defects in the products. Three Amigos has been reluctant to refund, repair or replace faulty goods.

Mr Bodycoat said "If traders sell consumers goods that are not up to scratch, then it is their responsibility to put things rights, honour the statutory warranty they are required to give, and rectify the problem."

Also of concern are the unfair and illegal warranty conditions stated on the Three Amigos tax invoices, such as:

- 'All repairs are the responsibility of the owner'
- 'I bought this as a non working product. It is faulty and incomplete. I will perform or pay for all labour, skills, diagnostics and items necessary to use this product.'

"The conditions on the tax invoices indicate that Three Amigos is misrepresenting its legal obligations about warranty."

OCBA issued a formal warning to Three Amigos in February this year. The trader later began to advertise that all goods would be sold by 'auction'. Information in OCBA's possession indicates that subsequent sales may be no different to normal retail sales practices, but have simply been given the 'auction' label by the trader. Goods sold by auction do not have a warranty.

"Three Amigos has ignored its legal obligations and appears to be continuing with unfair trading practices which is why I am now issuing a public warning to consumers not to deal with the company."

"Any company that refuses to honour its warranty responsibilities and imposes such outrageous conditions on its tax invoices presents a high risk to consumers and should be avoided."

OCBA is preparing its next course of action against Three Amigos and its director.

Consumers who have had unsatisfactory dealings with Three Amigos should contact OCBA on 8204 9777.