

News Release

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Hon Gail Gago

Minister for State/Local Government
Relations
Minister for the Status of Women
Minister for Consumer Affairs
Minister for Government Enterprises
Minister for the City of Adelaide

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PROTECTING CONSUMER RIGHTS ON THE WEST COAST

A blitz of traders on the West Coast by the State's consumer watchdog will help to ensure local residents are getting a fair deal.

Compliance officers from the Office of Consumer and Business Affairs (OCBA) will be targeting towns across the West Coast this week to check that traders aren't compromising the rights of consumers.

Minister for Consumer Affairs, Gail Gago, said this is the most extensive monitoring program to be carried out in the region in a long time.

"OCBA officers from Pt Augusta and Adelaide will join forces to check up on retailers, car dealers, builders, service stations and pubs across the West Coast to make sure they are complying with fair trading laws," Ms Gago said.

"We want to make sure that store policies are correct, that products offered for sale are safe, and that goods are sold by correct weight or measure."

"Customers have the right to receive the correct quantity when they are paying per litre for petrol, per kilo for vegetables, or per nip for spirits. If they don't, traders are breaching the law."

Product safety officers will visit a range of stores to check that products for sale don't present any safety concerns. Products being scrutinised include toys and second hand goods, as well as banned or regulated products such as prams and strollers, trolley jacks and corded curtain and blind products.

Builders and second-hand vehicle dealers are being checked for compliance with the specific laws that govern their respective trades, and retailers will be examined to make sure that their warranty and refund policies are not misleading.

"These checks should ensure that fair trading standards are being maintained in the region, and I encourage consumers with any concerns about a trader's conduct to contact OCBA," Ms Gago said

For more information or advice consumers can contact OCBA on phone 131 882 (local call cost), or visit www.ocba.sa.gov.au.