

## Faulty mobile phones

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Faulty mobile phones are a common complaint to TDR. When a customer purchases a phone they are generally advised about the manufacturer's warranty and offered the opportunity to purchase insurance to cover the phone when the warranty has ended. Consumer NZ has published a report that their mystery shoppers were not advised about their rights under the Consumer Guarantees Act when they enquired about faulty phones.

The Act covers all consumer purchases. However, if a business makes a purchase it can contract out of the Act.

The Act provides that goods must be of an acceptable quality. Whether an item is of acceptable quality depends a lot on the value of goods. For example a phone purchased for \$99.00 would not be expected to be as good as a phone purchased for \$999.00. There are many expensive phones on the market today and the Consumer Guarantees Act provides guarantees that are longer than the manufacturer's warranty.

However, it is not possible to state how long any particular phone should last because it is also dependent on how the phone is cared for after purchase and what the type of fault is. Also be aware that minor defects are not covered under the Act but it is not always clear what is a minor defect. A customer might think a fault is major whereas the seller of the phone might consider it to be minor.

TDR can help you if you find yourself in this situation, call us on 0508 98 98 98.