

Have a Complaint? Need Help?

1. Contact the business and explain your specific complaint.
2. Deliver it in writing. Keep proof that it was received (such as sending it by registered mail), and keep records of all communication with the business.
3. If you are still not satisfied, file a formal complaint with the **Ministry of Consumer Services**.

How to file a complaint with the **Ministry of Consumer Services**:

- Visit the Ministry's website at www.ontario.ca/ConsumerServices.
- Or, call **416-326-8800** or toll-free at **1-800-889-9768**.

TIP

Before you buy, make sure you understand the store's guarantee, exchange and return policies. You might even want to check measurements. What if that new washing machine or refrigerator won't fit through your doorway?

Be a Smart Consumer ... We Can Help

Ontario's **Ministry of Consumer Services** informs and protects people so they can shop with confidence when buying goods and services.

Visit us:

www.ontario.ca/ConsumerServices

Call us:

Greater Toronto Area 416-326-8800
Toll-free 1-800-889-9768

TTY

Greater Toronto Area 416-229-6086
Toll-free 1-877-666-6545

E-mail us:

consumer@ontario.ca

Smartphone user?



For more information about **appliances** scan this QR barcode with your smartphone.

APPLIANCES

What you need to know



MINISTRY OF CONSUMER SERVICES
www.ontario.ca/ConsumerServices

Have you ever bought a new appliance and:

- Waited more than 30 days for delivery?
- Been unable to return it even though it wasn't working?
- Had to pay for repairs that you thought were covered by the warranty?

If yes, you're not alone. Many people have problems when they buy or repair appliances. There are even more risks when you buy used appliances.

You may think you're fine as long as you have a contract with a warranty, but warranties can be confusing. Things are not always as clear as you think.

REMEMBER:

Appliances can be expensive. You expect them to last several years. Find out how the law protects you – and what to do if something goes wrong.



How can I protect myself?

When you buy an appliance

- Do your homework. Learn as much as you can about a product before you buy. Compare prices, guarantees and warranties.
- Ask friends and neighbours where they bought their appliances. Ask them if they were happy with the product and the service they received.
- Check a company's track record by going to the Ministry of Consumer Services' online database at www.ontario.ca/ConsumerBeware.
- Buy only from businesses you know and trust. You can find customer reviews online and with the Better Business Bureau. Red flags include:
 - Reports of the store refusing to honour warranties or returns.
 - Bad reviews where people have had problems with the used appliances they purchased from that store.
- Make sure the contract includes:
 - The supplier's name and contact information.
 - Your name and address.
 - A description of the product.
 - The price you agreed to pay.
 - The delivery date, if you are having it delivered.
- You can cancel a contract if goods are not provided within 30 days of the date the supplier promised you would get them.

Did you know?

Under Ontario law, all suppliers must ensure their appliances are reasonably fit to be used for their intended purpose.

- Read your warranty before you buy. You need to know what's covered and how long the warranty lasts. Are there conditions that could void the warranty? What will the supplier do if the product doesn't work? Are all parts covered by the warranty? What about labour?
- Keep all sales receipts, cancelled cheques, owner's manuals and warranty documents.

When you have an appliance repaired

- First check your warranty to see if the repair is covered.
- If not, get a written estimate for the repair. Make sure it includes a description of the item, the cost of the repair and your contact information.
- The final cost can't exceed the estimate by more than 10 per cent, unless you agree to additional or different goods or services.

TIP: Energy-efficient appliances cost more initially, but your lower energy bills may put money back into your pocket long before the product wears out.