

Me mōhio koe ki ō motika hei kiritaki



E hāngai ana te Ture Hokohoko Tōkeke (Fair Trading Act) ki ngā tāngata katoa e tauhokohoko ana, mai i ngā whakahaere nui ki ngā pakihi iti. E hāngai ana te Ture Pūtāhui Kiritaki (Consumer Guarantees Act) ina hokona mai e koe tētahi rawa, ratonga rānei māu ake.

Te Ture Hokohoko Tōkeke

E hāngai ana te Ture Hokohoko Tōkeke ki ngā tāngata katoa e tauhokohoko ana – mai i ngā whakahaere nui pēnei i ngā kamupene hōtēra, ngā kamupene rererangi, me ngā toa hokomaha, tae atu ki ngā pakihi iti, rangitahi rānei pēnei i tētahi tēpu hoko taonga manatunga, tēpu hoko aihikirīmi rānei.

He hara i raro i te Ture ki te whakakotiti i ngā kiritaki, ki te tuku kōrero teka, ki te whakamahi rānei i ngā tikanga hokohoko muremure.

E kapi ana te Ture Hokohoko Tōkeke i ngā:

- āhuetanga katoa o te hāpai me te hoko atu i ngā rawa me ngā ratonga
- mea katoa ka kōrerohia mō tētahi rawa, ratonga rānei, ahakoa ā-waha, ā-tuhi rānei
- whakaaro katoa ka tukuna i ngā pikitia, pānuitanga, rauemi whakatairanga.



Te Ture Pūtāhui Kiritaki

E hāngai ana te Ture Pūtāhui Kiritaki ina hokona mai e koe tētahi rawa, ratonga rānei māu ake.

Kāore e hāngai ana te Ture ki ngā hokohoko tūmataiti.

E pūtāhui ana te Ture ko ngā rawa, ratonga hoki me:

- pai te kounga
- tika mō tōna kaupapa
- ōrite ki tōna whakaahuatanga
- tae atu i runga i tērā i whakaaehia, mēnā rānei kāore i whakaritea he wā, me tae atu i roto i tētahi wā pai
- ōrite ki te tauira hua, tauira whakaaturanga rānei
- hoko atu e tētahi kaihokohoko e whai motika ana ki te hoko
- whai tautoko mai i ngā pātaka wāhanga whakakapi me ngā pūtahi whakatika (nā te kaiwhakanao).

Ko ngā ratonga me:

- whakarato kia āta mahi i runga i te whai pūkenga
- tika mō tōna kaupapa
- tuku i roto i tētahi wā tika
- tuku ki tētahi utu tōkeke.

Te utu

He maha ō motika mō ngā utu.

Hei tauira, kei roto koe i tētahi toa pahikara e tirotiro ana ki ngā utu o ngā pahikara maha rerekē. Kei a koe te tika ki te tūmanako:

- kei te mārama me te tika ngā kerēme utu – tae atu ki ngā utu kua whakaitiia, ngā whakataurite utu me ngā whakahekenga utu
- kei roto te tāke hokohoko (GST) i te utu, ā, ki te kore e whakauru, kei te mārama tērā ki a koe
- ka mārama te kitea o ngā utu tāpiri.

Me pēhea te whakaū i ō motika

Ko te mahi tuatahi māu ina raruraru ana koe me tētahi rawa, ratonga rānei he whakapā atu ki te kaihokohoko i hokona mai e koe. Kāore e taea e te Kōmihana Tauhokohoko te whakaū i te Ture Pūtāhui Kiritaki; me kōkiri te take e koe. Ko tā mātau e taunaki ana mō ngā tautohe pēnei ko te Rōpū Whakawawao Tautohe.

🔗 Ka kitea e koe ngā kōrero atu anō mō ō motika i raro i te Ture Pūtāhui Kiritaki i www.consumeraffairs.govt.nz



Ngā pūtāhui whānui ake

He rerekē te pūtāhui whānui ake ki tētahi pūtāhui aunoa, i te mea ka hokona i tēnei i tua atu i ngā utu o ngā rawa, ratonga hoki. Ko te tikanga ko te pūtāhui aunoa ka tukuna noa ihotia mō te mahinga o tētahi rawa, ratonga rānei mō te kore utu.

Hei tauira, kātahi anō ka hokona mai he pouaka whakaata hou mai i tētahi toa, ā, e taunaki ana te kaihoko kia hokona anō e koe tētahi pūtāhui whānui ake. Me whakarato ēnei e whai ake ki a koe:

- He tārua ā-tuhi o te whakaaetanga pūtāhui whānui ake i te wā ka hokona mai. Me mārama te reo o te whakaaetanga, ka tuhia te rā me te whakauru i ngā ture katoa me ngā whakaritenga katoa. Kei roto i tēnei ko te wā mōnehutanga me te utu mō tēnei pūtāhui whānui ake.
- He whakarāpopototanga o ō motika i raro i te Ture Pūtāhui Kiritaki me tētahi whakataurite o aua motika me ngā whakamarutanga tāpiri e whakaratohia ana e te pūtāhui whānui ake.
- He whakarāpopototanga o ō motika ki te whakakore i te whakaaetanga i raro i te Ture Hokohoko Tōkeke.

He pēhea tō whakakore i tētahi whakaaetanga pūtāhui whānui ake:

- ka taea e koe te whakakore i roto i ngā rā mahi e rima mai i te whiwhitanga o tētahi tārua ā-tuhi o te whakaaetanga
- ka taea e koe te whakakore i ngā wā katoa mēnā kāore anō kia tutuki i te kaupūtāhui ōna herenga e whakamāramahia ana i runga ake.

🔗 E wātea anō he kōrero i tā mātau puka meka *Ngā Pūtāhui Whānui Ake* www.comcom.govt.nz/fair-trading/changes-to-the-fair-trading-act/fact-sheets/extended-warranties/



Ngā hokohoko ā-whare, ā-waea rānei

Ina toro atu tētahi ki a koe i tō kāinga, wāhi mahi, i runga waea rānei ki te hoko rawa atu ki a koe (ā, kāore koe i tonoa i a ia), ka hāngai anō ngā ture hokohoko hāngai poka noa.

Hei tauira, tērā pea kei te kāinga koe e tunu ana i te kai o te ahiahi, ā, ka ohorere te pātōtō i te kuaha, ka waea ohorere ai rānei he tangata. Kei te hoko atu taua tangata i tētahi waea hou, ratonga ipurangi hoki ki a koe.

Kei a koe te tika:

- kia whakamōhiotia koe i tō motika ki te whakakore ka mutu me pēhea te whakakore
- ki tētahi whakaaetanga e mau katoa ana ngā kōrero e hiahiatia ana, ki te kore kei a koe te tika ki te whakakore ina hiahia ana koe
- ki te whakakāhore i te hoko – mēnā kāore i te tino mārama ki a koe he aha te kaihoko e hoko atu ana, kei te pēhia koe rānei, kaua e whakaae atu
- ki te huri i ō whakaaro me te whakakore i te whakaaetanga ahakoa te take i roto i ngā rā mahi e rima mai i te whiwhi i tētahi tārua ā-tuhi o te whakaaetanga.

Mēnā ka whakatau koe ki te whakakore i te whakaaetanga:

- me wawe te whakahoki a te kaiwhakarato i ngā moni katoa kua utua e koe
- me āta manaaki koe i ngā rawa mō ngā rā mahi tekau mai i te rā ka pānuitia te whakakoretanga
- ina whiwhi koe i ngā moni whakahoki e tika ana ki a koe, me tuku koe i te kaiwhakarato ki te kohi mai i ngā rawa i te wā tika ki a ia
- ko ngā ratonga ka tukuna e te kaiwhakarato i roto i te wā whakakoretanga rima rā, kei runga anō i a ia – kei a koe tonu te tika ki te whakakore, ā, me te kore utu.

🔗 Mō ētahi atu kōrero, tirohia tā mātau puka meka mō *Ngā hokohoko ā-whare, ā-waea rānei*: www.comcom.govt.nz/fair-trading/changes-to-the-fair-trading-act/fact-sheets/door-to-door-and-telemarketing-sales/

Te hokohoko tuihono

E hāngai ana ngā ture tuihono ki ngā kaihokohoko katoa e pānui ana, e hoko tuihono ana rānei ki ngā kiritaki o Aotearoa, ahakoa kei tāwāhi te kaihokohoko.

Ko tā ngā kaihokohoko e hoko tuihono ana me:

- mārama mōhio kua uru ki te tauhokohoko
- mātua whakarite he tika katoa ngā kōrero mō te rawa, ratonga rānei ka mutu kāore i te whakakotiti, tinihanga rānei i ngā kiritaki
- whaitake ngā kōrero mō ā rātau rawa, ratonga rānei
- ū ki ngā paerewa haumarutanga hua, kōrero kiritaki hoki ina hāngai ana, ā, kia kaua e hokona ngā rawa e rāhuitia e tētahi pānui mō ngā rawa kore haumaruru. Mō ētahi atu kōrero, tirohia tā mātau aratohu mō ngā paerewa haumarutanga rawa
- whakarite kei te mārama ngā whakaritenga tuku atu me te ū ki ēnei, tae atu ki ngā utu kawae, tāke, utu me ngā wā tae atu.

He aha te tikanga ki a au o te kaihokohoko 'e tauhokohoko ana'?

Mēnā ka hoko rawa koe mai i tētahi 'e tauhokohoko ana', kei te tiakina koe i raro i te Ture Hokohoko Tōkeke me te Ture Pūtāhui Kiritaki. I mua, mēnā ka hoko tuihono ana koe kāore koe e tiakina e te Ture Pūtāhui Kiritaki.

🔗 Mō ētahi atu kōrero, tirohia tā mātau puka meka mō *Te Hokohoko Tuihono*: www.comcom.govt.nz/fair-trading/changes-to-the-fair-trading-act/fact-sheets/buying-and-selling-online/



He raruraru tāu?

Mēnā he raruraru tāu mō tētahi rawa, ratonga rānei, kei te māharahara rānei koe e whakakotitihia ana koe:

- me whakarite koe kei te mau i a koe tō rihīti
- hoki ki te kaiwhakamātau me te whakamātau ki te whakarite i te raruraru me ia i te tuatahi.

Ki te kore e tutuki tēnei:

Me pūrongo atu ki te Kōmihana Tauhokohoko (Commerce Commission)

Kei a mātau te kawenga mō te whakaū i te Ture Hokohoko Tōkeke. Waea mai ki a mātau i 0800 943 600, whakamahia rānei te puka amuamu tuihono www.comcom.govt.nz/online-complaint-form. He ratonga whakamāori ā-waea tā mātau e wātea ana mā Language Line mēnā ehara te reo Ingarihi i tō reo tuatahi.

Heria te take ki te Rōpū Whakawawao Tautohe (Disputes Tribunal)

Kāore e tino nui te utu, he tikanga ōpaki, matatapu hoki ki te whakarite i te raruraru. Haere ki www.justice.govt.nz/tribunals/disputes-tribunal mō ētahi atu kōrero.

Tīkina he tohutohu

Ka taea e koe te whakapā atu ki te Pokapū Whakahoki Pātai (Citizens Advice Bureau) www.cab.org.nz, ki 0800 367 222, ki tētahi pokapū ture ā-hapori (Community Law Centre) rānei i www.communitylaw.org.nz

He aratohu noa iho tēnei pepa meka. Ehara i te mea koinei tūturu noa ka mutu kia kua rawa e whakawhirinaki atu hei tohutohu ture.

Ka taea e koe te ohauru ki ngā kōrero hou i www.comcom.govt.nz/subscribe

Whakapā mai ki a mātau me ngā kōrero takahi ture e whakaūhia ana e mātau:

Waea: 0800 943 600 **Tuhi:** Contact Centre, PO Box 2351, Wellington 6140 **Īmēra:** contact@comcom.govt.nz

