

ACL Review-2.txt

Re the 40,000 threshold. If it were lifted sufficiently the ACL could cover items like cars and houses.

2.1

I have no problems with the section on acceptable quality. It contains all the elements that I would like to see. I like the test of durability. It guards against shoddy goods designed to last a limited time. I'm satisfied with this section, but would like to see it apply to manufacturers so that they provide coverage beyond their voluntary warranty. I would also like to see more education to avoid matters having to go to the Tribunal.

I would like to see the minor fault loophole removed from terms and conditions and signage.

I would also like to see non-legislative action. I've had problems with two manufacturers of computer products who didn't provide repairs and spares a few years outside their voluntary warranty or not at all in one case. One settled with me only after I filed legal action.

I also know a large well known retailer that sells extended warranties despite the ACL. I know someone who claimed on it a couple of years out on an electrical item and got a replacement. I know someone else who didn't have one on a couch and had to go to consumer affairs to get a solution. I would like to see extended warranties banned as they just mirror the ACL.

In all three cases the companies originally had generic legal disclaimers mentioning legal rights and offering help (first two) and nothing now.