

# Quick Tips



## 03b Appliances

1. Ask friends and neighbours where they bought their appliances.
2. The best place to buy appliances is from a company you trust.
3. Before you buy, make sure you understand the store's return and guarantee policies.
4. When buying an appliance make sure the contract includes your address and the description and cost of the appliance. If delivery is required, make sure the delivery date is also included.
5. Read your warranty before you buy. You need to know what's covered and how long the warranty lasts. There may be conditions that make the warranty void. What will the company do if the product doesn't work? Are all parts covered by the warranty?
6. After you buy an appliance keep all sales receipts, cancelled cheques, owner's manuals and warranty documents.
7. Under Ontario law, all suppliers must ensure their products are fit to be used for the intended purpose. Compare prices for goods and services.
8. Energy-efficient appliances cost more than lower or average efficiency appliances but your reduced energy bills will put money back into your pocket long before the product wears out.

### Additional consumer protection advice is available at [www.mgs.gov.on.ca](http://www.mgs.gov.on.ca):

- Your Consumer Rights
  - Buying Merchandise
    - At Home
- Memberships and Services
  - Motor Vehicles
  - Personal Finances
    - Travel
    - Scams
  - Identity Theft
  - File a Complaint



## What You Need to Know About Appliances

For general ministry information, visit [www.mgs.gov.on.ca](http://www.mgs.gov.on.ca), or call (416) 326-8555 or toll-free 1-800-268-1142 (in Ontario). TTY/Teletypewriter users only: (416) 325-3408 or toll-free 1-800-268-7095

Please send your comments, feedback and inquiries to: [cbsinfo@cbs.gov.on.ca](mailto:cbsinfo@cbs.gov.on.ca)

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## Smart consumers are good for business

**Ontario is a leader in consumer protection and has set out clear rules for consumers and business. Know your rights – shop smart and protect yourself in the marketplace.**

### Buying Appliances

Home appliances are large investments that should last from five to 10 years. You are protected under the law when buying and repairing home appliances, and a few precautions can eliminate common complaints.

#### Quick tips:

- Ask friends and neighbours where they bought their appliances. Ask them if they are happy with the appliance and the service the store provided.
- The best place to buy appliances is from a company you trust.
- Before you buy, make sure you understand the store's return and guarantee policies.
- When buying an appliance make sure the contract includes your address and description and cost of the appliance. If delivery is required, make sure the delivery date is also included.

- Read your warranty before you buy. You need to know what's covered and how long the warranty lasts. There may be conditions that make the warranty void. What will the company do if the product doesn't work? Are all parts covered by the warranty?
- After you buy an appliance keep all sales receipts, cancelled cheques, owner's manuals and warranty documents.
- Under Ontario law, all suppliers must ensure their products are fit to be used for the intended purpose. Compare prices for goods and services.
- Energy-efficient appliances cost more than lower or average efficiency appliances but your reduced energy bills will put money back into your pocket long before the product wears out.

#### Your rights:

- You can cancel a contract if goods or services are not provided within 30 days of the date the company promised you would get them.

### Repairing an Appliance

#### Quick tips:

- Make sure the contract includes the description of the item, the cost of the repair and your contact information.
- When you get an estimate for a repair, the final cost can't be higher than 10 per cent of the original estimate. It's the law.

### Need Help?

Before you file a formal complaint with the Ministry of Government Services, please take the following steps:

1. Read your warranty before you buy. You need to know what's covered and how long the warranty lasts. There may be conditions that make the warranty void. What will the company do if the product doesn't work? Are all parts covered by the warranty?
2. Contact the company and explain your specific complaint.
3. Put it in writing and keep proof of delivery of your complaint and any other communication with the company.
4. If you are still not satisfied, file a formal complaint, by visiting our website at [www.mgs.gov.on.ca](http://www.mgs.gov.on.ca) and going to Online Services.

### For More Information

To learn more on this and other consumer topics, please visit the website of the Ministry of Government Services at [www.mgs.gov.on.ca](http://www.mgs.gov.on.ca), or call (416) 326-8555, or toll-free at 1-800-268-1142. TTY is (416) 325-3408 or toll-free at 1-800-268-7095.