

The Consumer Bill of Rights

The Consumer Bill of Rights highlights the consumer rights found in the *Consumer Protection Act* and its regulations. Under the Act:

1. You have the right to be informed

You have the right to:

- Only be charged for goods or services you requested and agreed to pay for.
- Honest advice whether a part, replacement or repair is needed.
- Be informed of the full cost of credit when entering into a credit agreement.
- Not be charged more than 10 percent, to a maximum of \$100, of an estimate.

2. You have the right to fair treatment

You have the right to be free from:

- High pressure sales tactics.
- Being lied to or misled about a good or service.
- Being taken advantage of when you cannot understand a transaction.
- Being grossly overcharged.
- Having a payment taken from you when the business does not intend to provide the good or service.
- Being told that a good or service will be provided within a certain timeframe when the supplier knows they cannot deliver.

3. You have the right to take action when treated unfairly

You have the right to:

- Cancel a contract without penalty within one year if a business is found to have used an unfair practice.
- Resolve a dispute through the courts and you cannot be forced into arbitration.
- Make a complaint to Service Alberta.
- Cancel an internet purchase or contract over \$50 within seven days if a business fails to properly disclose the total amount owed or if the goods are not delivered within 30 days of the delivery date.

4. You have the right to protect your interests

You have the right to:

- The full protections of the *Consumer Protection Act*. You cannot waive or release your rights, benefits, or protections under the Act.
- Share information about your transaction in the form of a business review.
- Refuse to pay for goods and services you did not request.
- Cancel a door-to-door, pre-paid contracting, or timeshare sales contract within 10 days.