

Know your consumer rights before you consider a beauty treatment or cosmetic procedure



CHECKLIST

Beauty and cosmetic service providers must perform their duties under the Australian Consumer Law and health legislation.

To protect yourself from unscrupulous practices by beauty salons and clinics, it is important you understand your rights:

- Research the treatment or procedure you are thinking about.
- Compare quotes and be wary of prices far less than competitors – it may suggest counterfeit products and unqualified practitioners.
- Check if the business has a refund policy in case you need to cancel.
- Compare the information you are receiving - it is illegal for a business to mislead or deceive you about their services.
- Choose carefully and keep your receipts! You are not entitled to a refund for incorrect purchases.

- When buying online, use respected sellers and read reviews from independent sites to avoid being scammed.
- When buying gift cards and vouchers online make sure the expiry period is 3 years or more, in line with the law.
- Carefully read the terms and conditions of any contract and check for hidden costs. Be wary of pre-payment or providing credit card details upfront in case you need to cancel or change your mind.

Protect yourself from shonky or illegal procedures and treatments:

- Seek advice from a medical practitioner or your GP to understand any health or infection risks.
- Check with your local GP if the procedure you are considering must be performed by an Australian qualified medical practitioner or in licenced premises.
- Confirm that the professional is qualified to perform the procedure. If they claim to be a nurse or doctor, you can check their registration through the Australian Health Practitioner Regulation Agency (AHPRA) website at **www.ahpra.gov.au**
- Do not use overseas operators that are not registered in Australia, if something goes wrong it may be difficult to resolve.

For more information about the health and safety of beauty and cosmetic procedures, visit the NSW Health website at **www.health.nsw.gov.au**

REMEMBER!

If you have problems with the product or service, the first step is to make every effort to sort out the problem directly with the trader or service provider.

For more information about your consumer rights visit our website at **www.fairtrading.nsw.gov.au**

General enquiries **13 32 20**

Language assistance **13 14 50**
(ask for an interpreter in your language)

TTY **1300 723 404** (for hearing impaired)