

**WHEN AM I ENTITLED TO A
REPAIR, EXCHANGE, REFUND?**

Under the law, you are entitled to repair, then replacement or refund if something you bought:

- ◆ Is faulty or defective and you were not aware of it;
- ◆ Does not do the job you were led to believe it would do;
- ◆ Does not match a sample you were shown; or
- ◆ Was not as described on the box or in an advertisement.

**BUSINESSES DO NOT HAVE TO
GIVE YOU A REFUND IF:**

- ◆ You can't prove that you bought it (e.g. you don't have a receipt)
- ◆ You changed your mind about it;
- ◆ You have damaged it;
- ◆ You knew or should have known about a fault when you bought it (e.g. factory seconds)

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**No Return,
No Exchange
Policy**





Pursuant to RA 7394, the words, “No Return, No Exchange” or words to such effect shall not be written into the contract of sale, receipt or sales transaction, in any document evidencing such sale or anywhere in the store or business establishment.

- ◆ There is no such thing as “No Return, No Exchange” if the products you bought have defects.
- ◆ The Prohibition on the “No Return, No Exchange” Policy does not apply if the product you bought is in perfect condition or has no defect.

- Only defective products bought from the store can be returned or exchanged.

- Under the IRR of R.A. 7394 (the Consumer Act of the Philippines), a change of mind on your part does not entitle you to a refund or exchange.

