

SERVICES

Businesses that provide services are required to carry out their services with due care and skill. This means the service provided must be of a standard and quality that could reasonably be expected from a competent person in a particular trade or profession.

Examples of service industries include:

- Gardeners
- Plumbers
- Electricians
- Motor mechanics
- Personal trainers
- Travel agents
- Furniture removalists
- Hairdressers
- Computer repairers
- Pest control operators
- Cake makers, etc.

NT Consumer Affairs assists with problems consumers experience when dealing with service industries.

Service providers are responsible for ensuring that due care and skill are used; and desired results are achieved.

Services and materials supplied with a service must also do the required job. That is, they must achieve a result which would be reasonably expected, (services provided by professionals such as architects and engineers may be subject to different requirements).

Consumers have responsibilities too. Consumers must:

- Make it clear to the service provider what work they want carried out and give clear, precise instructions
- Where possible, put their instructions in writing so they can't be misconstrued
- Be reasonable in their expectations. For example, if a consumer insists on having the service carried out in a particular way or with particular materials, the service provider can't be held responsible if the result is unsatisfactory because the method or materials were unsuitable.
- Consider getting a written quote for the service. That way both parties have agreed on a price and what work is to be done. If a consumer requires work that is not on the quote, ensure that a written amendment is provided that has been agreed to by both parties.

Some providers try to limit their responsibility by using signs or phrases in documents such as:

- No responsibility for loss or damage
- Goods left for repair at your own risk
- All care but no responsibility.

These are misleading as service providers cannot limit their liability in this way.

A consumer must be compensated for repairs or services not carried out with appropriate care and skill. This applies to all services including facilities such as repair shops, service centres and recreation centres.

If you experience any issues with services and require advice, please call our office on 1800 019 319 or email us at consumer@nt.gov.au.