

PROOF OF TRANSACTION AND ITEMISED BILLS

What is proof of transaction?

Businesses must give a proof of transaction (a receipt for goods or services) within specified time frames, when a consumer:

- buys goods or services worth \$75 or more (excluding GST) – as soon as possible after the transaction; or
- asks for proof of transaction for goods and services costing less than \$75 – within seven (7) days of the request.

Examples of proof of transaction include:

- GST tax invoice;
- A digital receipt;
- cash register docket;
- handwritten receipt; and/or
- credit card or debit card statement (or receipt number provided for a telephone or internet transaction).

When is an itemised bill required?

Where a consumer has purchased services from a business (for example repair work) the consumer can ask for an itemised bill that shows:

- how the price was calculated;
- the number of hours of labour and the labour rate (if relevant); and
- a list of the materials used and the amount charged for them (if relevant).

If a consumer wants an itemised bill they must ask for it within 30 days of receiving the services or receiving a non-itemised bill from the service provider, whichever happens last. The itemised bill must be an accurate reflection of the costs incurred by the business. Some businesses choose to provide itemised bills to all their customers, reflecting an open, transparent policy about costs.

A business must provide the itemised bill within seven (7) days of the request.

If you have questions about proof of transactions and itemized bills, or if you have any other consumer or rental questions, please contact NT Consumer Affairs on 1800 019 319 or at consumer@nt.gov.au