

Beauty and cosmetic procedure services

Information for consumers

The beauty and cosmetic industry provides a range of services and products intended to make us look and feel good.

Before you buy a beauty treatment or cosmetic procedure it is important to understand your consumer rights. To help protect yourself make sure you:

- are not pressured into buying something on the spot. Shop around, visit several salons and clinics and choose the most reputable business, and treatment and procedure right for you.
- do your research beforehand, especially if you are having a long-lasting treatment like facial fillers, semi-permanent make-up or laser hair removal.
- ask about the level of staff training, experience and qualifications.
- check that the beauty salon or clinic is clean and hygienic. Depending on the type of procedures it provides, the premises may need to be registered or licenced with the local council or by NSW Health as a private health facility. Visit the NSW Health website at www.health.nsw.gov.au or call them on 9391 9000.
- registered and unregistered health practitioners must comply with specific codes of conduct, for more information visit our website.

Cosmetic procedures

Cosmetic procedures and treatments can be complex and risky so it's important that you understand what the procedure involves and its implications. NSW Health recommends you follow these steps below before having a cosmetic treatment or procedure:

- seek advice from a medical practitioner or your GP about any health or infection risks that may be involved before deciding to go ahead.
- check the qualification and experience of the person who will perform the procedure. For example, if they claim to be a nurse or doctor you can check with the Australian Health Practitioner Regulation Agency (AHPRA) at www.ahpra.gov.au if they are registered in Australia.
- if you are having cosmetic surgery, check on the NSW Health website to see if the facility needs to be licensed as a private health facility.
- ask questions before you proceed to ensure you understand what is involved and read carefully any information provided to you.
- once you have quotes for the desired service, keep in mind that dramatically cheaper estimates could indicate that the products are counterfeit or non-registered Australian medicines.

If you have a complaint about cosmetic procedure, you can lodge a written complaint with the Health Care Complaints Commission (HCCC). For more information call 1800 043 159 (toll free in NSW) or visit www.hccc.nsw.gov.au

Online products

While medicines bought instore are generally subject to regulation by the Therapeutic Goods Administration (TGA), be aware that medicines and medical devices bought online from overseas may not be subject to TGA regulation. These items may have a high chance of:

- being counterfeit
- containing the wrong amount of active ingredient
- being contaminated with toxic chemicals
- containing undisclosed or dangerous ingredients
- being past their use-by-date.

Buying online can be a simple and affordable way to purchase products that sound great, however the lack of regulation on cosmetic goods and devices manufactured overseas can pose a serious risk to your health and beauty.

Read more about [buying goods online on our website](#).

Truthful advertising

Advertising beauty makeovers on social media and online is a powerful way to get consumers attention. However, the words and images used must convey a truthful impression of the cosmetic procedure and its results.

It is illegal for advertising to mislead or trick consumers into making a purchase. This is why it is important to collect and compare information about health professionals and beauty providers before you buy.

Be cautious of 'great deals'

Be wary of special offers, promotions and verbal promises related to beauty and cosmetic treatments. Cheap prices may indicate that the procedure may be performed by unqualified staff, or products are not approved in Australia. Before buying a 'deal', carefully read all the terms and conditions to understand if any hidden costs apply.

If you have gifted a voucher for a product or service, check if there are any special conditions. Most gift cards and vouchers sold in NSW should come with a minimum expiry period of 3 years.

Read more about [group buying deals on our website](#).

Sales pitches and the hard sell

Be aware that offers for 'free' consultations and makeovers may lead to pressure to purchase products that you may not want. It's illegal for salespeople to prevent you from leaving their premises, nor are they able to physically force, harass or coerce you into buying products or services.

While extreme salespeople are in the minority, the use of high-pressure, bullying sales tactics may be more common.

Tactics to be wary of include:

- implying your health or appearance will suffer without their products and services.
- asking you a series of questions where the answers are obviously 'yes' thereby making you feel you need the product.
- praising a product for its 'amazing' yet unrealistic benefits.
- trying to get your sympathy by claiming that they are one sale short of winning a prize, or will lose their job if a certain number of sales are not made.
- making you feel guilty of wasting their time and money if you don't listen to their spiel and don't want the product.
- offering a discount if you sign the contract or buy the product on the day.

Paying for services

Before you make a purchase be sure to find out:

- how the refund policy works, including how much notice you would need to give to cancel a treatment
- total cost to you, including 'hidden charges'
- what the cooling-off periods is if you sign up for a deal, or change your mind.

Always read carefully 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 you change your mind.

If you are having problems

If your problem is health related seek medical attention immediately.

If you believe your rights to a refund, cancellation, repair or replacement of cosmetic goods and services are not being met:

- the first step is to make every effort to sort out the problem directly with the trader or service provider.
- be clear, firm and polite and state what the problem is and how you would like it fixed.
- put your concerns in writing and keep all relevant documents such as signed contracts, receipts and quotes.
- if you don't reach a satisfactory outcome, contact NSW Fair Trading on 13 32 20 or visit the website.

More information

NSW Fair Trading

Fair Trading provides free information about your consumer rights and options to solve disputes.

To lodge a complaint, call NSW Fair Trading on **13 32 20** or visit www.fairtrading.nsw.gov.au

NSW Health

NSW Health is responsible for regulating various aspects of cosmetic health services, including the premises at which the services are provided and products commonly used in cosmetic procedures.

For more information call **9391 9000** or visit www.health.nsw.gov.au/factsheets/general

Health Care Complaints Commission (HCCC)

If you have a complaint about the quality of the cosmetic procedure, you can lodge a written complaint with the Health Care Complaints Commission (HCCC).

For more information call **1800 043 159** (toll free in NSW) or visit www.hccc.nsw.gov.au

Therapeutic Goods Administration (TGA)

The TGA is responsible for regulating therapeutic goods including medicines, medical devices, blood and blood products. TGA is also responsible for regulating the supply, import, export, manufacturing and advertising of therapeutic goods.

For more information or to lodge a complaint call **1800 020 653** or visit www.tga.gov.au

Beauty and cosmetic products and services

Information for business

If you run a business in Australia and provide services and products online or instore, it is important that you understand your obligations under [Australian Consumer Law \(ACL\)](#).

Selling beauty and cosmetic products and services that do not comply with the mandatory safety standards is illegal and could cost your business.

Your obligations to consumers

As a beauty and cosmetic provider, your consumers have rights and it is your obligation to fulfil them. You must:

- not pressure consumers into making purchases of goods and services
- maintain hygiene standards
- comply with any standards, codes or guidelines applicable to you (e.g. as an unregistered or registered health practitioner or as a member of an industry association)
- advertise your relevant, Australian qualifications. Consumers can check if you are a registered nurse or doctor by visiting the Australian Health Practitioner Regulation Agency (AHPRA) at www.ahpra.gov.au
- if your facility is licenced, you must display a copy of the licence in clear sight. For more information, call 9391 9000 or visit the NSW Health website at www.health.nsw.gov.au

Businesses should not assume that imported products have complied with Australia's product safety laws, even if they have been cleared by Customs. It is your responsibility to confirm products are compliant and meet the Therapeutic Goods Administration (TGA) requirements. Visit www.tga.gov.au

Advertising

It is important that advertisements for your business and its services do not mislead consumers.

You must give accurate information about the cosmetic and beauty services you can provide.

It is illegal for businesses or traders to:

- make misleading or deceptive claims about their services
- advertise products or services with false endorsements
- claim benefits that a product or service simply does not have
- make false representations about the standard, quality or value of the service offered
- make misleading representations that can persuade customers to buy something to their detriment, based on belief in the testimonial.

Misleading representations

Businesses have a responsibility to ensure that products and services are genuine, do not breach Australia's safety standards, and are able to lawfully supply in Australia.

You must not make false or misleading statements about:

- the standard, quality, value or grade of services
- the sponsorship, approval, performance characteristics, accessories, benefits and uses of services
- testimonials by any person relating to services
- the price of services
- a buyer's need for services
- any guarantee, warranty or condition of the service
- the requirement to pay for any guarantee, warranty or condition on the services.

Read more about [misleading representations on our website](#).

Consumer guarantees

Under the ACL, most products and services bought in Australia come with automatic guarantees that the items or services will work as advertised.

Businesses must provide these automatic guarantees regardless of any other warranties associated with the sale. If a business fails to deliver any of these guarantees, they are obliged to:

- repair, replace or refund
- accept cancellation of a service
- provide compensation for damages and loss
- provide products and services of acceptable quality that are safe and not defective.

Read more about [consumer guarantees on our website](#).

Damage or loss caused by services or defective products

When providing beauty and cosmetic services, businesses are obliged to provide services safely and as advertised, without causing loss or damage.

Under the ACL you are obliged to guarantee your services are provided with due care and skill. This means you must:

- use an acceptable level of skill or technical knowledge when providing the service
- take all necessary care to avoid loss or damage when providing the service.

Read more about [damage or loss](#) on our website.

No refund policies

Under the ACL, you are only obliged to provide a refund if a beauty product is faulty or a cosmetic service does not meet the advertised description. Therefore, it is acceptable to present your business with signs similar to 'No refunds will be given if you have simply changed your mind'.

However, you cannot display signage such as: 'No refunds on sale items and services' or 'Exchange or credit note only for the return of sale items', as this is a misrepresentation of the law.

Penalties

In Australia, business owners or operators could be prosecuted for breaching the ACL and/or mandatory safety standards. Prosecutions can also be undertaken against any business selling unsafe products and services or products which have been temporarily or permanently banned.

Under the ACL, making false or misleading representations is an offence. The maximum fine is \$220,000 for an individual and \$1.1 million for corporations.

Read more about [fines and penalties](#) at www.productsafety.gov.au

More information

Australian Consumer Law

To find out more about your responsibilities under the Australian Consumer Law visit www.consumerlaw.gov.au

Therapeutic Goods Administration (TGA)

The TGA is responsible for regulating therapeutic goods including medicines, medical devices, blood and blood products. TGA is also responsible for regulating the supply, import, export manufacturing and advertising of therapeutic goods.

For more information or to lodge a complaint call **1800 020 653** or visit www.tga.gov.au

NSW Health

NSW Health is responsible for regulating various aspects of cosmetic health services, including the premises at which the services are provided and products commonly used in cosmetic procedures.

For more information about your responsibilities under the new law call **9391 9000** or visit www.health.nsw.gov.au

- ✔ 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)

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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.



www.fairtrading.nsw.gov.au



Thinking of a makeover?

Think it over!



**Protect your beauty,
know your consumer rights.**

**Knowing your consumer rights can help protect you from
botched beauty treatment or cosmetic procedures.**

(Chinese)

想整容？想一想！

保护你的美丽，了解你的消费者权益。

了解你的消费者权益可以帮助保护你免受拙劣的美容护理或整容程序。

(Korean)

성형 기술을 고려하고 계십니까? 신중하게 생각 하십시오!

당신의 아름다움과 권리를 지키십시오.

소비자 권리를 알면 위험한 혹은 불법적인 시술로 발생하는 피해로부터 보호 받으실 수 있습니다.

(Thai)

คุณกำลังคิดถึงการเสริมสวยสักกรรม?

คิดอีกที! ปกป้องความสวยของคุณด้วยการรู้จักสิทธิผู้บริโภคของคุณ การรู้สิทธิของผู้บริโภคของคุณสามารถช่วยปกป้องคุณจากการเสริมสวยหรือรักษาสักกรรมที่ไม่เรียบร้อยดังตาม

(Vietnamese)

Suy nghĩ về việc sửa sắc đẹp – Hãy suy nghĩ cẩn thận.

Bảo vệ sắc đẹp của bạn, hiểu biết quyền lợi người tiêu dùng của bạn.

Hiểu biết quyền lợi người tiêu dùng giúp bạn bảo vệ mình khỏi những trị liệu và giải phẫu sắc đẹp sai lầm và cầu thả.



Enquiry **13 32 20**

Language assistance: **13 14 50**

TTY: **1300 723 404** for hearing impaired

www.fairtrading.nsw.gov.au



- ☑ 온라인으로 구매할 때에는, 평판이 좋은 판매자를 이용하고 독립적 사이트에서 리뷰를 읽어서 사기 당하는 일을 피하십시오.
- ☑ 온라인으로 선물용 카드 및 바우처를 구매할 때에는 법에 따라 만료 기간이 3년 이상인지 꼭 확인하십시오.
- ☑ 계약서 약관을 주의 깊게 읽고 숨겨진 비용이 있는지 확인하십시오. 취소하거나 마음을 바꾸는 경우에 대비하여 선불 지급 또는 신용카드 세부사항 사전 제공을 조심하십시오.

부정직하거나 불법적인 시술 및 미용술로부터 여러분 자신을 보호하십시오:

- ☑ 건강 또는 감염 위험을 파악하려면 의료 종사자 또는 GP에게 조언을 구하십시오.
- ☑ 여러분이 고려하고 있는 시술이 오직 호주 자격증을 받은 의료 종사자가 인가된 건물에서만 수행할 수 있는 것인지 여부를 여러분의 지역 GP와 확인하십시오.
- ☑ 해당 전문인이 시술을 수행하기 위한 자격증을 받았는지 확인하십시오. 그 사람이 간호사 또는 의사라고 주장하는 경우, 호주 보건 종사자 규제기관(AHPRA) 웹사이트 www.ahpra.gov.au를 통해 등록된 사람인지 확인할 수 있습니다.
- ☑ 호주에 등록되어 있지 않은 해외 운영자를 이용하지 마십시오. 일이 잘못될 경우, 해결이 어려울 수 있습니다.

미용술 및 성형 시술에 대한 더 자세한 정보를 원하시면, NSW Health 웹사이트 www.health.nsw.gov.au를 방문하십시오.

잊지 마십시오!

제품이나 서비스 문제를 겪는 경우, 첫 단계는 해당 상인 또는 서비스 업체와 직접 문제를 해결하기 위해 모든 노력을 다하는 것입니다.

소비자 권리에 대하여 더 자세한 정보를 원하시면, 본 기관의 웹사이트 www.fairtrading.nsw.gov.au를 방문하십시오.

전반적인 문의 전화: **13 32 20**

언어 지원: **13 14 50**

(한국어 통역사를 요청하십시오)

TTY **1300 723 404** (청각 장애인의 경우)

미용술 또는 성형 시술을 고려하기 전에 소비자의 권리를 숙지하십시오



Korean

체크리스트

미용 및 성형 서비스 제공업체는 호주 소비자 보호법 및 의료 법률에 따른 의무를 반드시 이행해야 합니다.

미용실 및 미용 클리닉들의 비양심적인 행위로부터 스스로를 보호하려면, 여러분의 권리를 숙지하는 것이 중요합니다.

- ☑ 여러분이 생각하고 있는 미용술이나 시술에 대해 조사하십시오.
- ☑ 견적을 비교하여 경쟁업체들보다 현저히 낮은 가격을 조심하십시오 - 모조품 또는 무자격 시술자를 암시할 수 있습니다.
- ☑ 여러분이 구매를 취소해야 할 경우에 대비하여 해당 업체가 환불 방침을 두고 있는지 확인하십시오.
- ☑ 여러분이 제공받고 있는 정보를 비교하십시오 - 업체가 서비스에 대하여 여러분을 현혹하거나 속이는 것은 불법입니다.
- ☑ 주의 깊게 선택하고 영수증을 보관하십시오! 정당하지 않은 구매에 대해서는 환불 자격을 얻지 못합니다.

- ☑ Khi mua trên mạng, hãy chọn những cơ sở buôn bán có danh tiếng và đọc các bài nhận xét từ các trang mạng độc lập để tránh bị lừa đảo.
- ☑ Khi mua thẻ và phiếu quà tặng qua trang mạng, nhớ kiểm tra thẻ/phiếu đó phải có thời hạn sử dụng là 3 năm hoặc hơn theo như luật lệ đã quy định.
- ☑ Hãy đọc kỹ các điều khoản và điều kiện của bất cứ hợp đồng nào và kiểm tra xem có phí tổn ngầm hay không. Hãy thận trọng về việc trả trước hoặc cung cấp chi tiết thẻ tín dụng trước, để phòng trường hợp bạn cần hủy dịch vụ hoặc đổi ý.

Tự bảo vệ mình để tránh gặp phải các thủ thuật và điều trị kém chất lượng hoặc bất hợp pháp:

- ☑ Tìm tư vấn từ chuyên viên y tế hoặc bác sĩ toàn khoa để giúp bạn hiểu được các nguy cơ về sức khỏe hoặc nguy cơ nhiễm trùng.
- ☑ Kiểm tra với bác sĩ toàn khoa nơi địa phương mình để xem thủ thuật mà bạn xét đến có cần phải được thực hiện bởi chuyên viên y tế có bằng cấp của Úc và tại các cơ sở có môn bài.
- ☑ Xác nhận rằng chuyên viên có bằng cấp để thực hiện thủ thuật. Nếu họ nói rằng họ là bác sĩ hoặc y tá, bạn có thể kiểm tra việc đăng ký của họ qua trang mạng của Cơ quan Giám sát Chuyên viên Y tế Úc (Australian Health Practitioner Regulation Agency - AHPRA) ở địa chỉ www.ahpra.gov.au
- ☑ Đừng dùng các cơ sở nước ngoài mà không đăng ký tại Úc, vì nếu xảy ra việc gì bất trắc thì có thể khó giải quyết.

Muốn biết thêm thông tin về y tế và sự an toàn của các thủ thuật thẩm mỹ và chăm sóc sắc đẹp, viếng trang mạng của NSW Health ở địa chỉ www.health.nsw.gov.au

NÊN NHỚ!

Nếu bạn có vấn đề với sản phẩm hoặc dịch vụ, thì bước đầu tiên là làm mọi nỗ lực để trực tiếp giải quyết vấn đề với người bán hoặc cơ sở cung cấp dịch vụ.

Muốn biết thêm thông tin về quyền hạn của bạn với cương vị là người tiêu dùng, viếng trang mạng

www.fairtrading.nsw.gov.au

Các dọ hỏi tổng quát **13 32 20**

Trợ giúp ngôn ngữ **13 14 50**

(*hãy yêu cầu để nói chuyện với một thông dịch viên người Việt (Vietnamese)*)

TTY **1300 723 404** (dành cho những người khiếm thính)

Tìm hiểu về quyền hạn của bạn với cương vị là người tiêu dùng, trước khi bạn xét đến việc điều trị sắc đẹp hoặc thủ thuật thẩm mỹ



Vietnamese

DANH SÁCH KIỂM TRA

Các cơ sở cung ứng dịch vụ thẩm mỹ và chăm sóc sắc đẹp phải thực hiện các nhiệm vụ của họ theo Luật lệ về người Tiêu dùng tại Úc và các luật lệ y tế.

Để bảo vệ mình tránh khỏi các lối hành nghề bất chính bởi các tiệm chăm sóc sắc đẹp và thẩm mỹ viện, điều quan trọng là bạn hiểu được các quyền hạn của mình:

- ☑ Tìm hiểu về các điều trị hoặc thủ thuật mà bạn muốn thực hiện.
- ☑ So sánh giá cả và nên đề phòng đối với các giá cả quá thấp so với các cơ sở cạnh tranh khác – điều này có thể là vì họ dùng sản phẩm giả mạo và nhân viên không có bằng cấp.
- ☑ Kiểm tra xem doanh nghiệp đó có chính sách bồi hoàn tiền hay không, trong trường hợp bạn cần hủy bỏ dịch vụ.
- ☑ So sánh thông tin bạn nhận được – một doanh nghiệp hướng dẫn sai lạc cho bạn hoặc lừa gạt bạn về dịch vụ của họ thì sẽ bị xem là bất hợp pháp.
- ☑ Hãy lựa chọn cẩn thận và cất giữ các biên nhận! Bạn không được bồi hoàn nếu mua không đúng.



- ☑ 在网上购买请使用信誉良好的卖家,并查看独立的网站评论,以免被骗。
- ☑ 在网上购买礼品卡和优惠券时,请确保其有效期应该依法为3年或3年以上。
- ☑ 仔细阅读所有合同条款,留心隐藏的费用。预付款或预先提供信用卡详细资料要特别小心,因为您以后可能需要取消或更改这些服务。

避免低劣或违法的程序和治疗:

- ☑ 向医务人员或您的家庭医生咨询,了解医疗风险,包括感染风险。
- ☑ 请教当地的全科医生您打算要进行的程序是否只能由澳大利亚持牌的合格医生在持牌场所来操作。
- ☑ 确认该专业人士有资格作这个程序。如果他们自称是护士或医生,您可以在澳大利亚医务人员监管局(AHPRA)网站核对他们的注册情况:
www.ahpra.gov.au
- ☑ 请勿使用没在澳大利亚注册的海外运营商,因为万一出现问题就可能难以解决。

关于美容程序的健康和安全的更多信息请见 NSW Health 的网站: **www.health.nsw.gov.au**

注意!

如果您有关于产品或服务的任何问题,第一步是尽量直接与商家或服务供应商解决问题。

关于消费者权利的更多信息请见我们的网站
www.fairtrading.nsw.gov.au

一般查询 **13 32 20**

语言协助 **13 14 50**

(要求安排中文口译)

TTY **1300 723 404** (听障人士)

在您考虑进行美容治疗或程序之前,请了解您的消费者权利



Chinese Simplified

检查清单

美容服务供应商必须根据《澳大利亚消费者法》和医疗法规履行其责任。

为了保护您自己免受美容院和诊所不道德行为带来的损失,了解您的权利非常重要:

- ☑ 研究您打算进行的治疗或程序。
- ☑ 比较报价,留心远远低于竞争对手的价格,因为这有可能暗示着假冒产品和不合格的从业者。
- ☑ 核实您如果需要取消服务,商家是否有退款政策。
- ☑ 对比您得到的信息。如果商家关于其服务对您误导或欺骗,那是违法的。
- ☑ 仔细选择并保留收据!您要是买错了,那是无权获得退款的。



- ✓ เมื่อท่านซื้อทางออนไลน์ โปรดใช้ผู้จำหน่ายที่เชื่อถือได้ และอ่านความเห็นต่างๆ จากแหล่งอิสระเพื่อหลีกเลี่ยงการถูกหลอกลวง
- ✓ เมื่อท่านซื้อบัตรและเวาเซอร์ของขั้วทางออนไลน์ ควรตรวจสอบว่ามีอายุการใช้ 3 ปีหรือนานกว่านี้ตามที่กฎหมายระบุไว้
- ✓ อ่านข้อกำหนดและเงื่อนไขของสัญญาอย่างถี่ถ้วน และตรวจสอบว่ามี การซ่อนค่าใช้จ่ายอะไรหรือไม่ ระวังเรื่องการชำระเงินล่วงหน้าหรือ การให้รายละเอียดบัตรเครดิตทันที เผื่อว่าท่านอาจจำเป็นต้องยกเลิก สัญญาหรือเปลี่ยนใจ

ปกป้องตัวท่านให้พ้นจากวิธีดำเนินการและการรักษาที่ไม่สุจริตหรือผิดกฎหมาย:

- ✓ แสวงหาคำแนะนำจากผู้ประกอบอาชีพทางการแพทย์หรือแพทย์ทั่วไปของท่านเพื่อจะได้เข้าใจถึงอันตรายต่อสุขภาพหรือการติดเชื้อ
- ✓ ตรวจสอบกับแพทย์ทั่วไปของท่านว่าวิธีดำเนินการที่ท่านกำลังคิดจะใช้สามารถทำได้โดยผู้ประกอบอาชีพทางการแพทย์ที่มีคุณวุฒิออสเตรเลีย ในสถานที่ที่มีใบอนุญาตเท่านั้นใช่หรือไม่
- ✓ ขอรับคำยืนยันว่าเจ้าหน้าที่มีอาชีพผู้ที่มีคุณวุฒิที่จะประกอบวิธีการนั้นๆ ได้ ถ้าเขาอ้างว่าเขาเป็นพยาบาลหรือแพทย์ ท่านสามารถตรวจสอบการจดทะเบียนของเขาผ่านทางสำนักงานควบคุมผู้ประกอบอาชีพด้านสุขภาพออสเตรเลีย (AHPRA) เว็บไซต์ www.ahpra.gov.au
- ✓ ไม่ควรใช้ผู้ดำเนินการต่างชาติซึ่งมิได้จดทะเบียนในออสเตรเลีย เพราะถ้ามีอะไรผิดพลาดเกิดขึ้นจะเป็นการยากในการหาทางแก้ไข

สำหรับข้อมูลเพิ่มเติมเกี่ยวกับสุขภาพและความปลอดภัยของวิธีดำเนินการเกี่ยวกับความงามและการเสริมสวย โปรดไปที่เว็บไซต์ NSW Health ที่ www.health.nsw.gov.au

REMEMBER!

ถ้าท่านมีปัญหากับผลิตภัณฑ์หรือบริการ ชั้นแรกที่ท่านควรทำคือใช้ความพยายามทุกวิถีทางในการเจรจา ทางแก้ไขโดยตรงกับผู้ค้าหรือผู้ให้บริการ

สำหรับข้อมูลเพิ่มเติมเกี่ยวกับสิทธิของผู้บริโภค โปรดไปที่เว็บไซต์ของเราที่ www.fairtrading.nsw.gov.au

การสอบถามทั่วไป 13 32 20

ความช่วยเหลือด้านภาษา 13 14 50

(ขอล่ามภาษาของท่าน)

TTY 1300 723 404 (สำหรับผู้ที่ประสาหูพิการ)

ท่านควรทราบสิทธิของผู้บริโภค ของท่าน ก่อนที่ท่านจะคิดรับการรักษาความงาม หรือวิธีดำเนินการเสริมสวย



Thai

รายการตรวจสอบ

ผู้ให้บริการความงามและเสริมสวยจะต้องปฏิบัติหน้าที่ภายใต้กฎหมายผู้บริโภคออสเตรเลียและกฎหมายสุขภาพ

เพื่อที่จะปกป้องตัวท่านจากการปฏิบัติที่ไร้หลักธรรมของร้านและคลินิกเสริมสวย เป็นสิ่งสำคัญที่ท่านจะต้องเข้าใจสิทธิของท่าน:

- ✓ ค้นคว้าเรื่องการรักษาหรือวิธีการที่ท่านกำลังคิดจะใช้
- ✓ เปรียบเทียบราคาที่เสนอและระวังเรื่องราคาที่ต่ำกว่าของคู่แข่งเป็นอันมาก – เพราะอาจสื่อให้เห็นว่าอาจมีการใช้ผลิตภัณฑ์ปลอมและผู้ประกอบอาชีพไม่มีคุณวุฒิ
- ✓ ตรวจสอบดูว่าธุรกิจนั้นๆ มีนโยบายคืนเงินหรือไม่ในกรณีที่ท่านจำเป็นต้องยกเลิกสัญญา
- ✓ เปรียบเทียบข้อมูลที่ท่านได้รับ – เป็นการผิดกฎหมายถ้าธุรกิจนั้นๆ ทำให้ท่านเข้าใจผิดหรือหลอกลวงท่านเกี่ยวกับบริการที่จัดเสนอ
- ✓ เลือกใช้ธุรกิจอย่างระมัดระวังและต้องเก็บใบเสร็จไว้! ท่านไม่มีสิทธิได้รับเงินคืนถ้าท่านซื้อบริการที่ไม่ถูกต้อง