



Consumers, your receipt places the Consumer Affairs Commission in a better position to champion your cause when your rights have been violated. If you don't receive a receipt when doing business, **ASK FOR ONE.**

Did you know that:

- You are entitled to the back stubs of tickets used for access to entertainment facilities? These are your evidence that a transaction took place.
- It is your right to request a receipt at the time of all service calls and major home appliance repairs? This will help you to document recurring problems.
- That you should keep all receipts for credit card purchases until the credit card company has charged for the purchase? In fact, it is recommended that receipts for major purchases be kept for at least three years.
- That you should obtain a ticket when you travel on a bus? It is critical when making a claim in the event of an accident.

EMPOWER YOURSELF. KNOW YOUR RIGHTS.

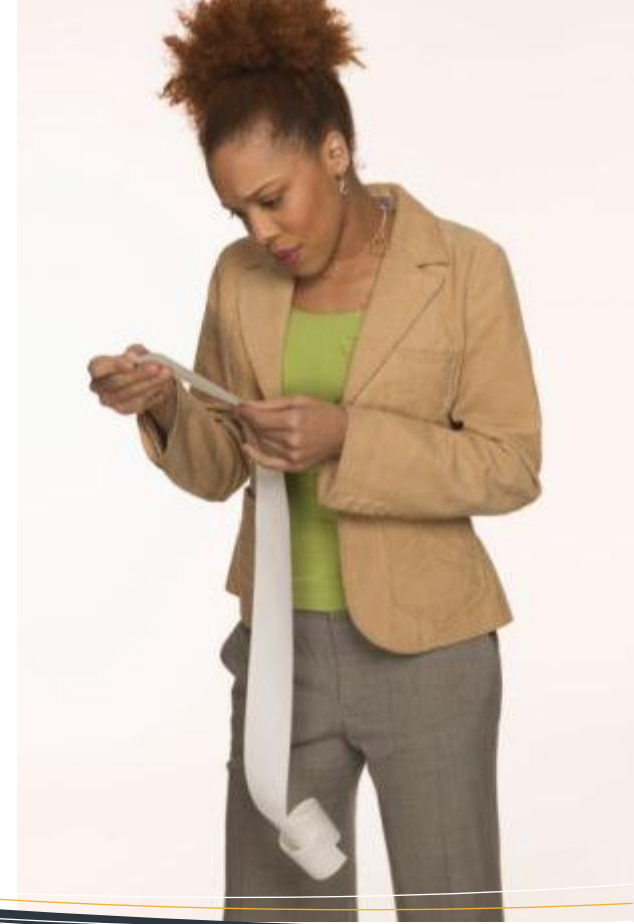


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Did You Get One?
The Importance of a Receipt

Always get a receipt. It is your right under the Consumer Protection Act (CPA 2005).

Every consumer is entitled to a receipt as proof that a particular item was purchased or a specific service was used. In addition to proving payment, a receipt is also important for the following reasons:

- To file a complaint about product defects or shoddy service
- To facilitate the return of goods
- To establish the warranty period

Stop! Did you get a receipt? Ask for one or write one. Exercise your right as a consumer.

HOW MANY TIMES HAVE YOU PURCHASED A GOOD OR USED A SERVICE WITHOUT GETTING A RECEIPT?



A receipt should be given even for goods or services obtained in an informal setting. For example, if a friend repairs a household item, once payment is made, a receipt should be provided. In fact, it may be a good idea for consumers to retain a receipt book and have vendors and service providers sign when their services have been used.

A receipt should clearly state what has been purchased/what service has been used, from where and at what price.

According to **section 20 of the Consumer Protection Act**, every receipt should therefore bear the following:

- The amount paid by the consumer
- The date on which the purchase was made
- A description of the goods or services sold
- Where applicable, the professional fee charged

A provider who fails to issue a receipt or issues one without the above details may be charged by the police and fined by a Resident Magistrate.



WE'VE HELPED MANY CONSUMERS. HOW CAN WE HELP YOU?
Call us with your complaints and questions.