

# REDRESS



**Right to be compensated  
for misrepresentation,  
shoddy goods or  
unsatisfactory services**

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# REDRESS | WHAT TO DO?



3Rs of CONSUMER PROTECTION

- ✓ **REPAIR**
- ✓ **REPLACE**
- ✓ **REFUND**

Go back to the store and look for the Consumer Welfare Desk to air your complaint



If the store is unresponsive, file your complaint to appropriate agency



Specific Concern	Agency Concerned
Telephone rates, cellphones, TV and radio broadcast	Nat'l Telecommunications Commission (NTC)
Adulterated livestock feeds, vaccines, pharmaceuticals and biologics	Bureau of Animal Industry (BAI) - Animal Feed Standard Div. & Lab. Services
Fertilizer and pesticide	Dept. of Agriculture (DA)
Rice	National Food Authority (NFA)
Processed and unprocessed meat and dressed chicken	National Meat Inspection Service (NMIS)
Fruits and Vegetables	Bureau of Plant and Industry (BPI)
Banks, non-bank financial institutions, pawnshops, and credit cards	Bangko Sentral ng Pilipinas (BSP)
Prices of coconut oil, husked nuts, and fresh young coconuts / Quality standards of coconut-based products	Philippine Coconut Authority (PCA)
Sugar quality and price	Sugar Regulatory Administration (SRA)
Quality/price of the liquefied petroleum gas (LPG) and liquid fuels	Oil Industry Management Bureau (OIMB)
Manufactured products	Department of Trade and Industry (DTI)
Fish and fishery products	Bureau of Fisheries & Aquatic Resources

Specific Concern	Agency Concerned
Electricity	Dep't. of Energy (DOE) / Energy Regulatory Commission (ERC)
Forest and forest-based products / Ozone-depleting substances	Dep't. of Environment & Natural Resources (DENR)
Life and non-life insurance claim, pre-need plans such as educational, pension and memorial	Insurance Commission (IC)
Mutual funds (investment); financing/lending; listed companies, registered issuers of securities (time sharing)	Securities and Exchange Commission (SEC) - Corporation Finance Department
Claim for insured deposit; queries on deposit insurance coverage, unserviced withdrawals, ATM problems, etc.	Philippine Deposit Insurance Corp. (PDIC)
Hospitals and doctor's services, processed foods, drugs, cosmetics, and medical services or household products with hazardous substances	Department of Health (DOH), Center for Health Development Metro Manila, and Food and Drug Administration (FDA)
Food in restaurants, eateries and sidewalk vendors as well as on regulation of practice relative to weights and measures	City Health Office of the concerned Local Government Units (LGUs)

## WHAT ARE YOU ENTITLED TO?



Under the law, you are entitled to 3Rs if something you bought:

- ✓ **Is faulty/defective and you were not aware of it**
- ✓ **Doesn't do the job you were led to believe it would do**
- ✓ **Doesn't match a sample you were shown**
- ✓ **Wasn't as describe on the box or in an advertisement**



## A REFUND CAN BE REFUSED IF:

Businesses can refuse to give a refund if:

- **You can't prove that you bought it**
- **You changed your mind about it**
- **You have damaged it**
- **You knew or should have known about a fault when you bought it**

# PROHIBITION ON THE NO RETURN NO EXCHANGE POLICY?

The prohibition is **aimed to correct the misconception of a lot of consumers that they do not have the right to return shoddy or defective goods or demand for remedies in case of defective or imperfect service** because of the "No Return, No Exchange" notice in the receipts or anywhere in the business establishments.

**Q: NO RETURN,  
NO EXCHANGE?**

**NO WAY!**

Basta depektibo ang biniling produkto o hindi wasto ang serbisyo, pwede itong **i-REPLACE, i-REPAIR, o i-REFUND.**



What is Warranty?



What to Know?



7 days Warranty?