



# ADDITIONAL WARRANTIES: INFORMATION MERCHANTS ARE REQUIRED TO PROVIDE

You are in a store. You have selected the item you want to purchase. Before proposing an additional warranty, the merchant must provide you with information on certain legal warranties and the warranty provided free of charge by the manufacturer.

To do so, the merchant must:

- 1 Read you the following text: "The Act provides a warranty on the goods you purchase or lease: they must be usable for normal use for a reasonable length of time."
- 2 Give you a printed document that contains the following information:

## NOTICE CONCERNING THE LEGAL WARRANTY

The Act provides a warranty on the goods you purchase or lease: they must be usable for normal use for a reasonable length of time.

*(The merchant is required to read you the above text)*

The *Consumer Protection Act* gives a warranty on all goods you purchase or lease from a merchant.

The goods must be usable:

- for the purpose for which they are ordinarily used (section 37 of the Act) and
- in normal use for a reasonable length of time, which may vary according to the price paid, the terms of the contract and the conditions of use (section 38 of the Act).

For more information on this legal warranty, go to the Office de la protection du consommateur website at [www.opc.gouv.qc.ca](http://www.opc.gouv.qc.ca).

- 3 If a warranty is offered free of charge by the item's manufacturer: the merchant must tell you so and indicate the length of this warranty.
- 4 If you ask the merchant: the merchant must explain how you can find out about all of the terms and conditions of the manufacturer's warranty.

Any merchant who proposes an additional warranty online, by telephone or by mail is subject to the same requirements