

The Office de la protection du consommateur is there to help you!

The Office de la protection du consommateur is a Québec government body. We ensure that merchants comply with the *Consumer Protection Act*, among other things.

What we offer

➤ The webpage titled opc.gouv.qc.ca/immigrants/en, which is full of tips and useful warnings on a variety of topics.

☎ A personalized **telephone service** to:

- answer your questions;
- provide you with information and tools if there is a problem.

👤 The possibility of **meeting an agent**, at one of our offices located in various regions of Québec.

📘 A **Facebook page** and a **Twitter account** to keep you informed of the latest news.

In particular, this law governs **transactions carried out between consumers and merchants**. This means, for example, that car dealerships, furniture stores, financial institutions and telephone service providers have different obligations toward you.

We can help you **avoid problems** that can occur when you do business with a merchant. And if you have any problems, the Office is there to **inform you of your rights and recourse options**.

To contact the Office

By telephone

Montréal
514-253-6556

Québec
418-643-1484

Elsewhere in Québec and Canada
1-888-OPC-ALLO
1-888-672-2556

Online

➤ opc.gouv.qc.ca/immigrants/en

📘 facebook.com/officeprotectionconsommateur

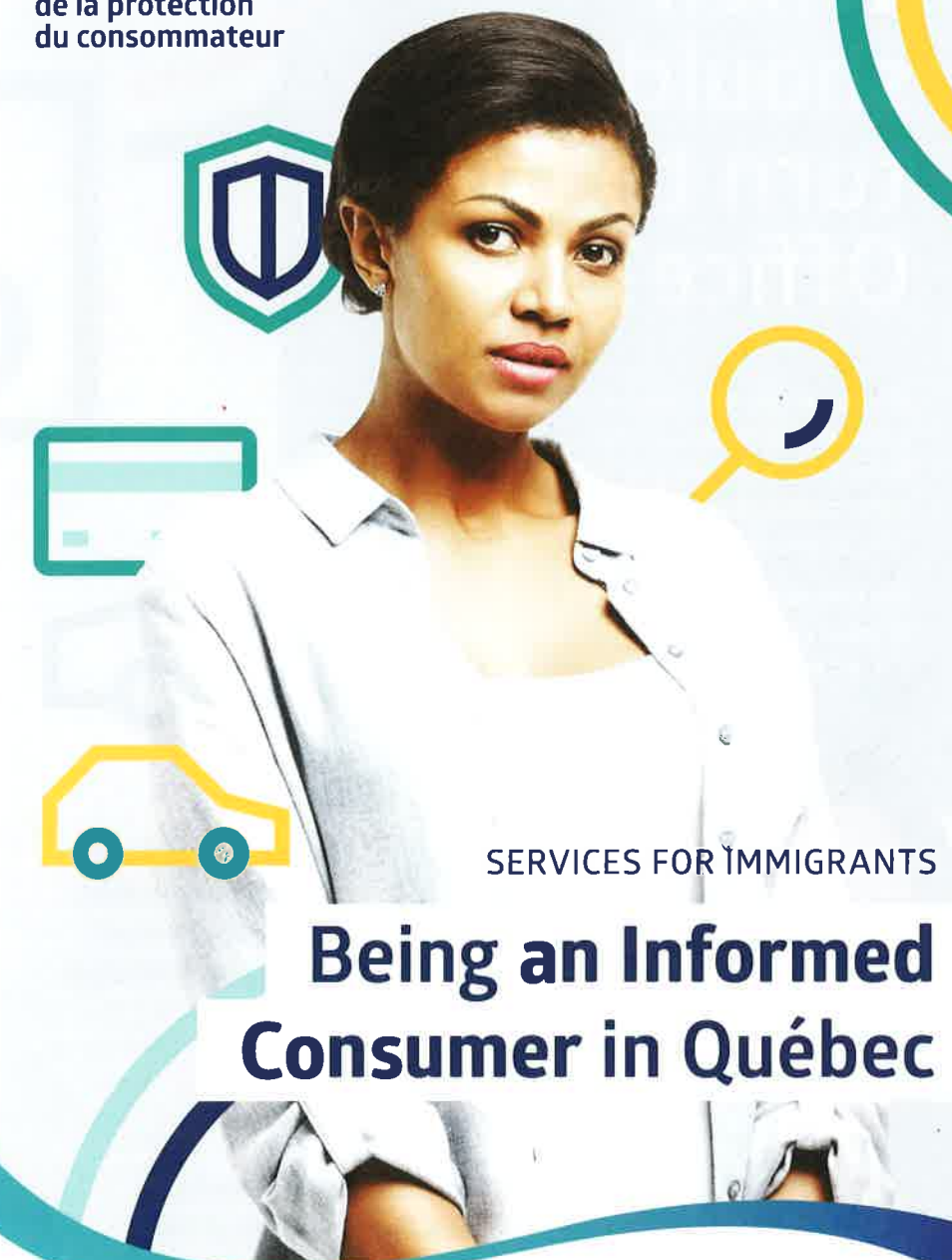
🐦 twitter.com/OPC_Quebec

At our offices

For the addresses of our offices, go to opc.gouv.qc.ca/en, and click on “Contact Us.”

Office
de la protection
du consommateur
Québec 

Office
de la protection
du consommateur



SERVICES FOR IMMIGRANTS

Being an Informed Consumer in Québec

09-2021 To order: opc.gouv.qc.ca/printed

Votre
gouvernement

Québec 

When should you turn to the Office?

When you do business with a merchant, various problems can occur: an item is defective, a delivery is delayed, unforeseen costs pop up, a merchant fails to abide by a contract, etc.

We can advise you and inform you of your rights in situations as varied as the following:



— **Jia** wants to get a **credit card**. Faced with all of the offers she has found, she does not know what criteria to consider to make the right choice.



— **Felipe** bought a **used car** from a merchant. Major repairs must already be done after one month.



— **Farah** registered at a **private school** to improve her French skills. The courses do not match up at all with what was described in her contract.

— **Izza** purchased a **refrigerator**. It was supposed to be delivered last week. When she called the store, a salesperson replied that the refrigerator would be delivered in three weeks.



— **Greg** has been sending his child to **daycare** for a few months. The owner informs him that she was increasing the cost of the services, despite the amount agreed upon in the contract.



— **Muriel** has entered into a two-year **cell phone** service agreement. After a few months, she has decided to terminate this agreement, but the service provider informs her that fees will apply.



— **Marine** has several unpaid invoices with a merchant. For some time now, a **collection agent** has been contacting her. He is very insistent, even threatening.

— **Jake** has a **heat pump salesman** come to his home. The salesman gets him to sign a contract on the spot. He tells Jake that he will thus take advantage of an extraordinary promotion and financial aid from the government.



Our best advice

To avoid any problems, **get all the information** before making a purchase, accepting an offer or signing a contract!