

Important Notice: Bag Checks



Customer rights and obligations

Each year in Queensland, \$400 million worth of goods are stolen from shops. The cost of these stolen goods is met by consumers in the form of increased prices. Bag checks can reduce stealing from shops and the cost to the community.

This statement outlines the rights and obligations of customers under the National Retail Association's Bag Check Code of Practice.

Rights

- You have the right to know before entering a store that the store conducts bag checks.
- You have the right to refuse interference with yourself or your bags. Staff conducting a bag check cannot touch your bag or your possessions. However, they may ask you to assist the check by removing obstructions to visual inspection.
- Under the bag check code, the shopkeeper has agreed not to check a personal handbag unless it is larger than the size of an A4 sheet of paper (210mm x 297mm).

Obligations

- If you enter a store knowing that bag checks are conducted, you have effectively accepted the store's right to ask you to open your bags for inspection.

Important Information

- If you refuse a bag check you can be asked to leave the store and not return.
- A shopkeeper will only hold a customer and call the police where the shopkeeper is sure that an offence has been committed.
- If a shopkeeper or employee forcibly detains you or forcibly searches your goods and you have not committed an offence, you are entitled to complain to store management and the police. You are also entitled to consult your solicitor to determine your legal rights.

If you feel the bag check code has been breached, you should contact the National Retail Association on 1800 RETAIL (738 245).