



TILE RESCUE

INFORMATION PACK

A franchise in a booming industry, with full skills training and industry leading business systems and support.



1000+
5 STAR
REVIEWS



30+
YEARS
EXPERIENCE



AUSTRALIAN
OWNED &
OPERATED

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**MEET OUR
RECRUITMENT TEAM**



recruitment@tilerescue.com.au

CONTACT US



**Meet our
CEO**

WELCOME TO TILE RESCUE

“

Our franchisees come from all different backgrounds, and most start with no previous business experience.

We'll give you everything you need to succeed.

Welcome, and thanks for researching Tile Rescue.

Researching any large career move is a big step, let alone researching a business in an industry that generally, not many people have experience in.

If that is the case for you, then you're certainly not alone. Our franchisees have found Tile Rescue from all sorts of working backgrounds and most of our franchisees have joined Tile Rescue with no previous business experience.

Our franchise is designed to learn our skill set, both technical and customer interaction from the beginning, and working in partnership with us to build a business that delivers you and your family success, whether that be delivering on financial goals, lifestyle benefits, or a combination of both.



Michael Holland
Tile Rescue General Manager



BUSINESS FINANCE AVAILABLE!

FINANCE

ASK US MORE TODAY!

The Tile and Grout industry and business is booming right now, and with this boom comes the need for us to partner with more Tile Rescue franchisees. There is a lot to research to see if this could be the right fit, and this info pack is designed to provide an overview of our business.

You may find this will create more questions than answers and our team will make sure that all steps will be covered to see if Tile Rescue is the next opportunity for you. We believe in a “no pressure” approach, we do, however, aim to educate you on our biggest passion which is our business.

Please, review the below information, and write down any questions, and if you decide this is an opportunity worth researching further, then I look forward to catching up.



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WHAT DOES TILE RESCUE DO?

Over 18,000 Tile Rescue job enquiries last year. With over 30,000,000sqm of tiles in Australia, our demand will keep on growing!

- ✓ Tile Regrouting
- ✓ Shower Makeovers
- ✓ Stone Rejuvenation & Polishing
- ✓ Leaking Balcony Repairs
- ✓ Bathroom Makeovers
- ✓ Leaking Shower Repairs
- ✓ Tile & Grout Sealing
- ✓ Glass & Tile Protection
- ✓ Outdoor Cleaning
- ✓ Anti Slip Treatment



OVER 1000 5 STAR REVIEWS

Please Review Us!



We have over 1000
FIVE star Google
reviews



We have 677
FIVE Star
Product Reviews



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THE TILE RESCUE MARKET

Tile Rescue franchisees service a wide variety of customers, from local domestic customers and businesses to larger commercial clients as well. Any property, with tiles, showers, pavers or sandstone is a potential Tile Rescue customer



Domestic Customers



Real Estate Agents



Factories & Warehouses



Strata Managers



Commercial & Industrial Complexes



Nursing Homes



Business Estates



Motels & Hotels



Retirement villages



Builders, Plumbers, Pest Inspectors & Building Inspectors



HOW DO WE BUILD COMMERCIAL RELATIONSHIPS?

We have a Business Developer that can help build these relationships with you in your territory!



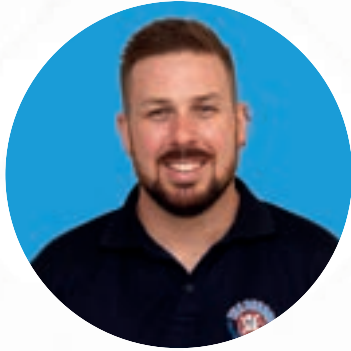
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OUR TRAINING



“We take people and train them to be industry-leading technicians and with that, become successful business owners”

DEAN HYDE – TRAINING MANAGER



BUSINESS TRAINING

Customer Service and Interaction • Support Available to You • Business Planning and Goal Setting • Business Budget Setting • In Territory Promotion Guidance



QUOTING AND ADMIN

Learning the quoting process of each job • Learn Our Easy-to-Use Admin System • Understanding what admin help is available



ON THE TOOLS

Leaking Shower Repairs • Tile & Grout Sealing • Glass & Tile Protection • Outdoor Cleaning • Anti Slip Treatment • Tile Regrouting • Shower Makeovers • Stone Rejuvenation & Polishing • Leaking Balcony Repairs • Bathroom Makeovers

FULL TRAINING • FULL SUPPORT • FULL POTENTIAL



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OUR FRANCHISE SYSTEM

A good franchise will provide you the tools to run your business smoother, grow faster, make less mistakes, operate safer and in summary have all the tools available to run your business your way.

ADVERTISING/BRAND

Tile Rescue use industry leading advertising techniques to generate new customer enquiries to our customers.

BUSINESS SYSTEM

After 15 years of franchisees in Tile Rescue, we have learnt what works, and most importantly, what doesn't work. When joining Tile Rescue, you follow our business systems which ensure you miss the potholes of small business, and grow faster to become a self-sufficient business owner.

BUSINESS SUPPORT

You have an experienced team behind you. Our operations team are specifically employed to help you with your business. Anything from technical support, administration assistance, business analysis from quote conversions, to HR and overall business strategy. Your ops team will ensure you have all the tools for a successful business.

TRAINING

Our skill set is very unique, and our training program is designed for people with no experience in tile and grout, to being a competent technician by the time you leave. Training doesn't finish there though, there are training programs ran locally along with our Tool Kit, which is our library of information on all of our jobs.

INNOVATION

We pride ourselves on having the most professional finishes, while completing the work the most efficiently and the most comfortably. Things like the Walter, The Seal Wheel, The Dust Extractor are all Tile Rescue inventions. These innovation items make sure your business stays the industry leader in Tile and Grout.

QUALITY MATERIALS

Tile Rescue Warehouse manufactures a lot of high quality products for your to use in your business, along with carrying a number of other items at wholesale costs.

This makes sure your business uses the best quality predicts for your customer.



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FRANCHISE SUPPORT

You'll never be in business alone.
Our experienced team is here to help you succeed.

- | BUSINESS LAUNCH
- | TECHNICAL SUPPORT
- | MARKETING SUPPORT
- | BUSINESS MENTORSHIP
- | COMMERCIAL CUSTOMER DEVELOPMENT
- | ADMIN ASSISTANCE
- | HR & STAFFING
- | ONGOING TECH TRAINING
- | COLLECTION SUPPORT



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RUN YOUR BUSINESS YOUR WAY

Our franchisees run their business to suit their lifestyle and personal needs. We help you focus on the below points to make sure your business is a success:

FINANCIAL RESULTS

What is the major point that defines a successful business? Making sure it financially provides for you and your family. Our business planning sessions identify exactly what you need to achieve and our support will ensure that we provide all the tools to achieve it.

LIFESTYLE BENEFITS

Being a business owner, it is your calendar to manage. In some industries, flexibility is hard to find and things such as holidays, important family events and just general rest can be hard to manage. With Tile Rescue, you control this.

RUN YOUR STYLE OF BUSINESS

When you meet Tile Rescue Franchisees – you will meet a combination of single operators, father and son teams, family partnerships, and multi person operations with a team of staff completing the works.



SINGLE OPERATOR



MULTI TERRITORY OPERATORS



STAFF BUSINESSES



FAMILY BUSINESSES



OPERATOR USING OUTSOURCE OPTIONS



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MEET OUR FRANCHISEES



SINGLE OPERATOR
ALEX COPE
TILE RESCUE KELLYVILLE

Alex is a single operator that completes all tasks himself.



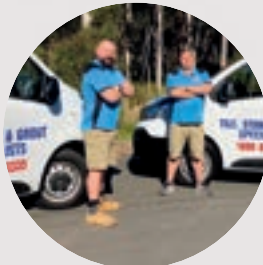
FAMILY BUSINESS
ANDREW & JACKSON PANTHER
TILE RESCUE PLENTY VALLEY

Andrew and Jackson are a father and son combination who operate their by sharing all tasks in the business.



FAMILY BUSINESS
PAUL & CELESTE
TILE RESCUE LAKE MACQUARIE

Paul & Celeste are a husband and wife team. Paul is primarily on the tools completing the hands on work, while Celeste looks after quotes and admin to help keep everything running smoothly.



PARTNERSHIP
DAMIEN AND HARGEN
TILE RESCUE CHATSWOOD/PYMBLE

Two good mates jumped into business together, where Damien completes quotes and admin, and overall business strategy, while Hargen is on the tools and also manages a team of staff.



MULTI PERSON
CAMERON BELL
TILE RESCUE NORTH EAST BRISBANE/REDCLIFFE

Cameron runs a team of staff servicing real estates, strata and domestic customers. Cameron's aim is to manage staff and minimize time on the tools.



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FRANCHISE PACKAGE

INDUCTION TRAINING COURSE

- ✓ Marketing your business
- ✓ Sales and Training
- ✓ Rescuehub business system
- ✓ OHS Instructions
- ✓ Hands-on practical training

START UP MARKETING PACK

- ✓ Your own territory website landing page
- ✓ Personalised Business cards
- ✓ Personalised Magnets
- ✓ Review Cards
- ✓ Personalised brochures
- ✓ Personalised Real Estate & Strata management kits
- ✓ Customer Info Booklets
- ✓ Digital Business Card
- ✓ Service brochures

LAUNCH MARKETING CAMPAIGN

- ✓ Analysis of your territory
- ✓ Launch marketing campaign
- ✓ Produce your business database
- ✓ Territory induction by your field manager
- ✓ Re-engagement with existing customers
- ✓ Customer encouragement for 5 star reviews

UNIFORMS

- ✓ Tile Rescue Branded Uniforms

BRANDED MATERIALS

- ✓ Epoxy grout kits
- ✓ Cement based grouts
- ✓ Topical Sealers
- ✓ Penetrating sealers
- ✓ Grout colour seals
- ✓ Retail cleaning products
- ✓ Professional cleaning products
- ✓ Problem solving products

BUSINESS ADMIN & EQUIPMENT

- ✓ Customer relationship management system CRM
- ✓ 24/7 call centre management
- ✓ Online technical & product support
- ✓ Minimum quarterly business review and budgeting

TRADE QUALITY TOOLS

- ✓ Range of cordless tools
- ✓ Wet Vac
- ✓ All hand tools required
- ✓ All cleaning tools required

WORK VEHICLE

- ✓ Full signage vehicle wrap
- ✓ Discounted comprehensive insurance

INSURANCES

- ✓ \$20 million public liability cover
- ✓ \$15 thousand tools & equipment
- ✓ Income protection (option to add)



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PRICING



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START UP PACKAGES

Our territories are classified by the demographic profiles of the territory. Which tell us a number of key stats in the territory. Based on these key statistics, we classify each available territory **bronze, silver, or gold**

All fees are inclusive of GST

* Includes CMS licence fee



Bronze - \$45,000.00*

Income Support Program \$1500.00* per week Weekly Franchise Fees from Commencement
 Weeks 0 - 6 Zero
 Weeks 7 - 24 \$327.35*
 Weeks 25 - 52 \$449.05*
 Weekly Marketing Fund Fee of \$138.70* incl GST



Silver - \$55,000.00*

Income Support Program \$1800.00* per week Weekly Franchise Fees from Commencement
 Weeks 0 - 6 Zero
 Weeks 7 - 24 \$372.85*
 Weeks 25 - 52 \$478.60*
 Weekly Marketing Fund Fee of \$138.70* incl GST



Gold - \$70,000.00*

Income Support Program \$2000.00* per week Weekly Franchise Fees from Commencement
 Weeks 0 - 6 Zero
 Weeks 7 - 24 \$425.15*
 Weeks 25 - 52 \$513.85*
 Weekly Marketing Fund Fee of \$138.70* incl GST

THE HISTORY OF TILE RESCUE



BILL HYDE, CEO

After completing a number of years of property management, Bill identifies a massive opportunity in remedial bathroom and tile work.

Bill Hyde founds Tile Rescue, and the first two franchisees come on board, who are still operating today.

Bill brings in additional support with a training manager and ops team becoming part of the Tile Rescue team to support the growing network.

COVID hits, and all Tile Rescue franchisees make it through, due to a number of our services being compulsory services.

2023 – Bill appoints Mike Holland as the General Manager. The Tile Rescue team work on key points of the business that would benefit franchisee’s business performance

Current Day – In January 2024, Tile Rescue broke its own record for most 5 star reviews in a month and most new customer enquiry in a month, with franchisee’s business performances across the network being stronger than ever.



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DISCOUNT YOUR FRANCHISE FEES WITH TILE RESCUE PRODUCTS!

Tile Rescue's Products incentive model promotes your customers to purchase our cleaning products and every time they do, your Franchise Fees drop!



HOW IT WORKS

Each product sale where a customer uses a franchisee discount code, that Franchisee will benefit by receiving a credit. The average credit on a customer sale is **\$20.00**

HOW TO USE YOUR CREDITS:

Your credit can be applied to outstanding or future invoices for products, franchise fees, or invoiced directly to Tile Rescue Products Pty Ltd. The most effective way is to apply the credit to your franchise fees and reduce your expenses, making you more money!

If **100** Customers order 3 times a year = **\$6,000**

If **200** Customers order 3 times a year = **\$12, 000**

If 300 Customers order 3 times a year = Franchise Fee Free

Our team will explain in more detail how this works to make sure you have a full understanding of this great benefit of our franchise



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AUSTRALIAN COMPETITION
& CONSUMER COMMISSION

Information statement for prospective franchisees

April 2025

Acknowledgment of country

The ACCC acknowledges the traditional owners and custodians of Country throughout Australia and recognises their continuing connection to the land, sea and community. We pay our respects to them and their cultures; and to their Elders past, present and future.

Australian Competition and Consumer Commission
Land of the Ngunnawal people
23 Marcus Clarke Street, Canberra, Australian Capital Territory, 2601

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The information in this publication is for general guidance only. It does not constitute legal or other professional advice, and should not be relied on as a statement of the law in any jurisdiction. Because it is intended only as a general guide, it may contain generalisations. You should obtain professional advice if you have any specific concern.

The ACCC has made every reasonable effort to provide current and accurate information, but it does not make any guarantees regarding the accuracy, currency or completeness of that information.

Parties who wish to re-publish or otherwise use the information in this publication must check this information for currency and accuracy prior to publication. This should be done prior to each publication edition, as ACCC guidance and relevant transitional legislation frequently change. Any queries parties have should be addressed to the General Manager, Strategic Communications, ACCC, GPO Box 3131, Canberra ACT 2601.

ACCC 04/25_25-30

www.accc.gov.au

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Before you sign the franchise agreement

Entering a franchise is a big decision. Check these important things off your list before signing up.

Learn about franchising

Franchisees who participate in pre-entry training tend to have better relationships with their franchisor and be more successful in business. Free online courses for prospective franchisees can be found at www.accc.gov.au/franchising-education-program.

Information about franchising (including translations) can be found at www.accc.gov.au/buying-a-franchise.

Conduct due diligence

Thoroughly research the franchise system. Study the disclosure document, the franchise agreement and any other documents provided by the franchisor. Talk to current and former franchisees about what they find rewarding and challenging about the business.

Get professional advice

It's important to get legal, accounting and business advice from independent professionals with expertise in franchising. They will identify risks and help you make decisions.

Consider other options

Look at more than one franchise business. It's a good way to test if a franchise is the right fit for you.

The Franchise Disclosure Register is a free directory of franchisors available in Australia.

Use it to compare important information about different franchises, such as costs and contract terms. This can help you make informed decisions.

Check the Franchise Disclosure Register accessible via <https://franchisedisclosure.gov.au/>

Understand franchising

It is important that you understand what franchising is before you enter a franchise

Franchising is a way of doing business based on a brand name and business system. Usually the franchisor controls the system closely. The franchisor grants you the right to operate a business in line with its system, normally for a set time. As a result, you may be limited in the changes you can make in the business without the franchisor's agreement.

In some ways your franchise is your business and in some ways it's not

You could be bound by confidentiality obligations. This may include limits on your rights to discuss the franchise business with third parties or to use the franchisor's intellectual property or business system outside the franchise.

The franchisor might make changes to the franchise system to adjust to market conditions. A franchisor may make these changes, even if you don't agree with them.

When the agreement ends franchisors are not generally required to provide compensation for goodwill. Goodwill refers to the market value added to the franchise business by the franchisee for example, by building a client-base.

Benefits

Some franchise systems offer benefits other types of businesses cannot

- an existing product or service
- an existing reputation and image
- a pool of resources to fund advertising
- economies of scale when purchasing supplies.

Not all franchise systems offer the benefits listed.

Risks

Even with a well-established brand, franchising is not risk free

Watch out for site turnover

Look for warning signs about a franchise system like high site turnover. If one site has had many owners (known as churning) it could mean it's not in a suitable location. A high turnover across a system might indicate the system has expanded too quickly or without a plan to make existing businesses successful (known as burning).

Think about potential unexpected expenses

Franchisors can impose significant capital expenditure on you if certain conditions are met. For example, if some conditions are met a franchisor can make you pay for new equipment or refurbish your store - even if it costs you a lot of money.

If something is important, make sure it's in the franchise agreement

Some franchise agreements contain 'no agent' and 'entire agreement' clauses. Franchisors include these clauses so the terms of the franchise agreement can override any previous information provided to you. This could include all verbal or written information from an agent, the franchisor, or an associate of the franchisor. If there is something important that you've been promised verbally or in writing that is not in the franchise agreement, consider the risk you are taking.

You can choose not to sign the agreement, and you should seek independent advice from a lawyer, accountant and business adviser before you do.

Questions to ask

Take your time to do your research and seek professional advice. If the franchisor tries to rush you, remember you can walk away. There will be other opportunities.

Some of the following questions are answered in the Franchise Disclosure Register.

You will also have lots of questions to ask your franchisor, professional advisers, and current and former franchisees. Here are questions to consider:

Franchisor experience and reputation

How long has the franchise system been operating? What success has it had and where?

Has the franchise system had any reputational issues?

What were they and when did they occur?

What experience does the franchisor and its key staff have in managing a business?

What is the franchisor doing to encourage, support or train franchisees regarding complying with workplace laws?

Start-up costs

How much working capital or extra funds will you need to get the business established?

How long will it take you to break even after paying the costs of setting up the business?

Ongoing costs

Can you only get products from an approved supplier?

Does the franchisor receive rebates from suppliers and how is that rebate used?

Will you pay franchise fees even if you are not making a profit?

What monthly fees do you have to pay your franchisor? Franchise agreements may include royalties, levies or interest payments, and they can be based on a percentage of your turnover, not your profit.

Does your franchise system have a specific purpose fund? What is the fund used for and how much are you required to pay?

What other ongoing costs will be required? Read your franchise agreement carefully and ask your franchisor.

Will you make enough money to pay yourself as well as any staff? Labour costs can be hard to estimate. It's up to you to know what employment laws apply and to comply with them. The Fair Work Ombudsman can help you understand workplace rights and obligations:

www.fairwork.gov.au/franchises

What happens when there is product 'wastage' and 'shrinkage'? Some franchise agreements include clauses on wastage and shrinkage. Wastage refers to products that are no longer fit for sale. Shrinkage can include theft, another loss or accounting error.

Earnings

Have any profit or earning promises been made to you? Ask current and former franchisees if profit or earning promises were kept. Their contact details will be in the disclosure document.

Will you have an exclusive territory in which to operate your business?

Does your franchisor have the ability to compete with you online?

What other businesses will you be competing with in the area?

Changes

What changes can be made without your approval and how will this impact your business?

Franchisor-franchisee relationships

What are the dispute resolution procedures? Will the franchise agreement include a commitment by the franchisor to binding arbitration? Arbitration can be a quicker and less expensive way to resolve disputes than going to court. It might be hard to imagine needing arbitration, but it could become important if things go wrong.

What happens at the end of a franchise agreement?

Will you be able to renew the agreement if you want to? Are there conditions on this?

What rules apply if you want to sell the business before the end of the term?

When the franchise term ends, what are you entitled to (such as paid market value for your equipment or for goodwill), and what happens if you are in debt? Goodwill refers to the market value added to the franchise business by the franchisee for example, by building a client-base. However, in franchising, franchisees often have limited rights once the franchise agreement ends. You may not get any value for goodwill at the end.

Are there any restrictions on you starting a similar business if the agreement is not renewed? It's a good idea to obtain legal advice on restraint of trade clauses.

If the franchise ends unexpectedly, how would this impact you? Are you aware of the types of events that may lead to non-renewal or termination of an agreement? For example, if the franchisor becomes insolvent, you may not be compensated for the loss of your business. You may not get back the money you contributed to a specific purpose fund.

Speak to former franchisees to find out what happened at the end of their agreement.

If you change your mind

Take your time before you sign

The Franchising Code of Conduct gives you at least 14 days to read all the information that a franchisor provides you. This usually includes the franchise agreement, disclosure document and information about any lease arrangement.

You can take longer than 14 days to study this information and get advice. For most people this is a bigger investment decision than buying a house so it's okay to take your time before signing a franchise agreement.

If you make a payment to the franchisor during the 14 days, known as the consideration period, you may give written notice asking the franchisor to repay that amount.

Cooling off period

You are usually entitled to terminate a new franchise agreement within 14 days. If you choose to exercise this right, you are entitled to a refund of the payments you have made (though reasonable expenses may be retained).

If you have, or have recently had, another franchise agreement with the franchisor you may waive your cooling off rights. You should be careful when waiving your cooling off rights because it can be difficult to terminate your franchise agreement once you sign.

Your cooling-off rights are outlined in the Franchising Code of Conduct.

If you have doubts

If you have any doubts, consider not signing the franchising agreement or exercising your right to back out of the agreement during the cooling-off period.

Even if you have already invested time and money, it's worth considering how much more you could lose if the business is not successful.

After you sign the franchise agreement

Know your rights

A franchisee may have private rights of action under the Franchising Code of Conduct, the Australian Consumer Law and the law of contract. Your franchise agreement is a contract that contains many of your legal rights and obligations. You may have rights in contract law if the franchisor does not honour the agreement.

The Franchising Code of Conduct requires franchisors to disclose certain information to both potential and existing franchisees.

It also sets out minimum conditions on the rights of the parties under a franchise agreement. It can be found at www.legislation.gov.au.

Dispute resolution

Franchisors must have an internal procedure for handling complaints. If you can't agree on an outcome within 3 weeks, either party may refer the matter to mediation or conciliation facilitated by an Alternative Dispute Resolution (ADR) practitioner. Arbitration is also an option when both parties agree to this process.

Dispute resolution services are provided by the Australian Small Business and Family Enterprise Ombudsman (ASBFEO). Visit the ASBFEO [website](#), or call 1300 650 460.

Enforcing your rights

If something goes wrong after you sign the agreement, you may need to take your own legal action to enforce your rights.

ACCC's role

The Australian Competition and Consumer Commission (ACCC) enforces the Australian Consumer Law and the Franchising Code of Conduct. The ACCC can investigate alleged breaches of these laws and take action in relation to systemic and widespread misconduct. The ACCC is not a complaint handling body. We rarely become involved in resolving individual disputes.

You can make a report to the ACCC via its website at www.accc.gov.au/contact-us.

Sign up to the ACCC's Franchise Information Net work

Subscribers receive regular email bulletins about current franchising issues, including changes to the law, information for franchisors about compliance and updates about the ACCC's franchising work. To subscribe, visit www.accc.gov.au/fin.

More information about franchising and running a business

www.business.gov.au offers information about franchising and running a business.

www.accc.gov.au/buyingfranchise includes a franchisee manual and other information, videos and publications for people thinking about buying a franchise, including in languages other than English.

