
Home >Your rights, crime and the law >Sales practices >Rules about uncollected goods

Rules about uncollected goods

If a customer leaves their goods with you for more than 6 months after you told them they were ready, they are uncollected goods.

This includes goods left for:

- repairs
- inspections
- storage
- any other reason.

Selling uncollected goods

If the customer does not pay for or collect the goods after 6 months you can sell the goods to recover costs. You must display an obvious sign at your business premises if you intend to do this.

You can sell the goods to recover the costs you had to pay while the goods were uncollected, such as:

- reasonable storage
- advertising
- insurance.

You must do the following:

- advertise in the newspaper
- sell at public auction
- pay any extra money to the customer.

We recommend that you seek legal advice before you sell or dispose of uncollected goods as in some cases a party may seek an order from the court.

Signage

You must display an obvious sign at your business premises with the following text:

The Disposal of Uncollected Goods Act 1967 covers inspection, custody, storage, repair and other treatment of goods. Under this Act, uncollected goods may be sold six months after the date on which they were ready for collection.

Advertising

If the goods have not been collected, you must place an advertisement:

- in a state-wide and local newspaper
- that describes the goods that are uncollected.

You can sell them at public auction, 28 days after the advertisement.

Money

After the goods have been sold, you:

- can deduct your costs
- must pay all excess money to the customer.

Unclaimed money must be paid to the Public Trustee (<https://www.pt.qld.gov.au/>) after 14 days.

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