

THE CONSUMER

Introduction

1. Consumer

Examples:

They are protected by 2 laws:

1. _____
2. _____

THE SALE OF GOODS AND SUPPLY OF SERVICES ACT 1980

A. GOODS SOLD OR RENTED

- (i) _____
- (ii) _____
- (iii) _____
- (iv) _____

B. RECOURSE FOR UNSATISFACTORY GOODS

Who is responsible? _____

Types of Recourse:

- (i) _____
- (ii) _____
- (iii) _____

C. NOTICES

D. GURANTEES

E. SERVICES MUST

- (i) _____
- (ii) _____
- (iii) _____
- (iv) _____

THE CONSUMER INFORMATION ACT 1978

The act forbids:

- 1 _____
- 2 _____
- 3 _____
- 4 _____

The Retailer must be honest about:

- I _____
- II _____
- III _____

The Act set up _____

CAVEAT EMPTOR “ _____ ”

9 Top Tips for Consumers [A-M]

A. Descriptions must be _____

Example:

B. Information on Packaging

Packaging must contain:

1 _____

2 _____

3 _____

4 _____

5 _____

C. Bar Codes

Advantages	Disadvantages
1	1
2	2
3	3
4	4

D. Valid Compliant

Example:

E. Invalid Compliant

Example:

F. Steps in dealing with a valid compliant

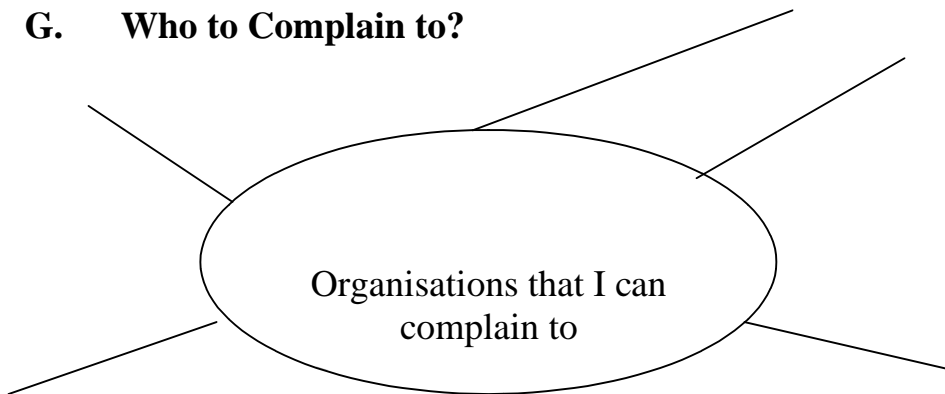
Step 1: _____

Step 2: _____

Step 3: _____

Step 4: _____

G. Who to Complain to?



H. Ombudsman

I. Small Claims Court

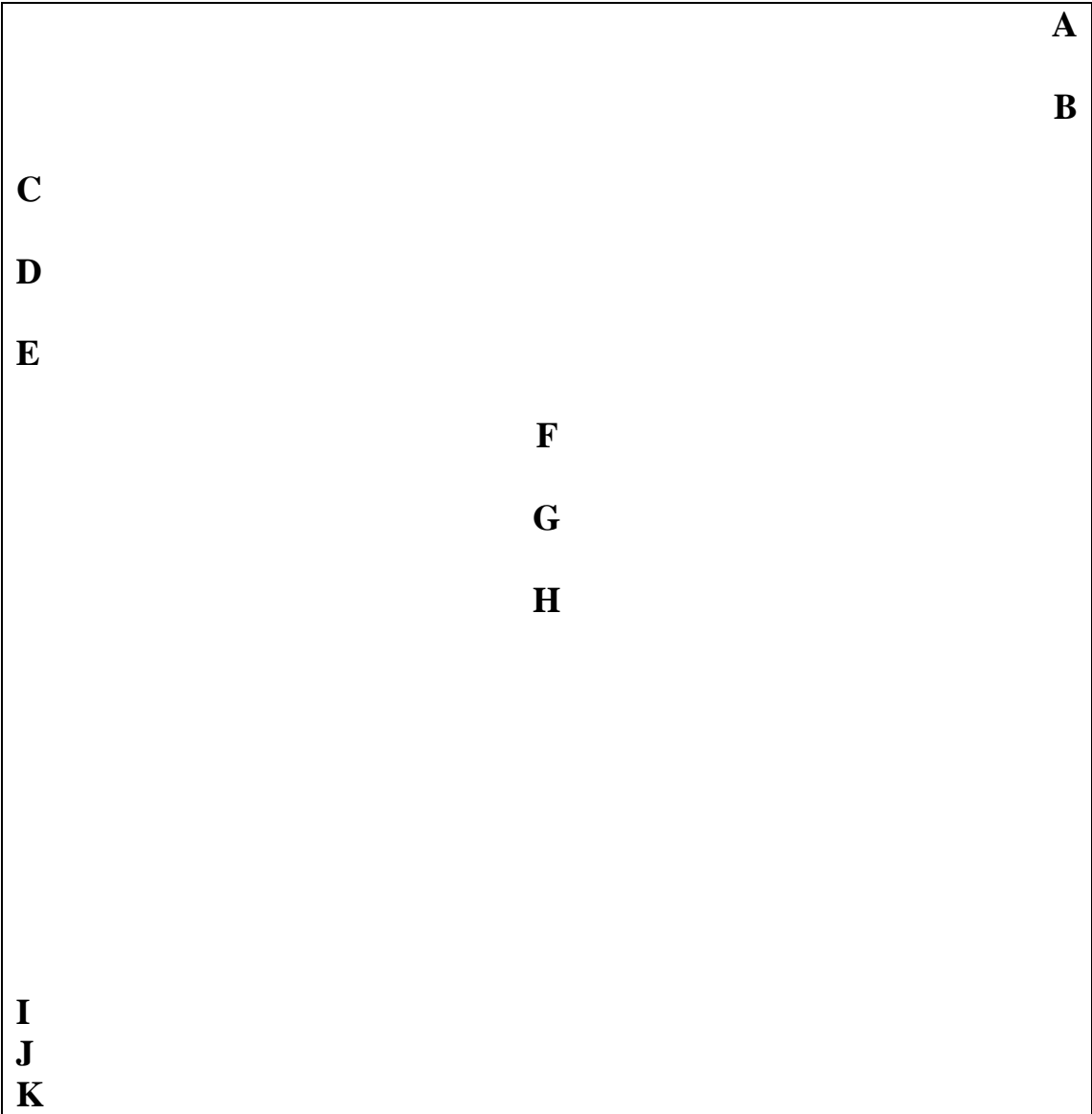
J. Director of Consumer Affairs

K. Enterprise Ireland

L. Trade Associations

M. Consumer Association of Ireland

The Letter of Compliant



What does each of the letters represent?

- A = _____
- B = _____
- C = _____
- D = _____
- E = _____
- F = _____
- G = _____

H = _____

I = _____

J = _____

K = _____

Question

You have purchased a DVD from a shop some distance from where you live. On arrival home you find that the DVD can't move past the main menu screen. You are not impressed by this and look for the receipt from 'Discount DVD' on O'Connell Street, Dublin 1 where you bought the DVD yesterday.

A. In the Space Overleaf, write a letter of complaint to the Store, enclosing a copy of the receipt

B. Why would you enclose a *copy* of the receipt?

Letter of Compliant

