Ainm:

**The Consumer: Rapid Revision**

1. Name the two MAIN consumer laws which protect consumers:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Match the terms with definitions below:**

|  |  |
| --- | --- |
| 1. Illegal Shop Signs | 1. A consumer interest Group, ensure good quality products, make consumers aware of rights, provide expert advice, lobby the government, publish a magazine |
| 1. Inertia Selling | 1. Protects consumers when buying goods and services from other countries in the Trading Bloc. |
| 1. European Consumer Centre | 1. Untrue claim, lie about closing down or moving sale, directly appealing to children, lying about free gift in a competition, ban of Pyramid Schemes, |
| 1. Redress | 1. Receiving a good you have not ordered- notify the retailer withing 30 days and you get to keep if not collected, or after a 6 month period if they have not been in touch. |
| 1. Price Controls | 1. These signs are illegal and do not affect your statutory consumer rights- it is an offence to display- e.g. No Refunds. |
| 1. Consumers Association of Ireland | 1. When the consumer and retailer try to settle the issue themselves without using Legislative methods. |
| 1. Meet and Negotiate | 1. A consumer is entitled to this when they feel that they have been wronged in a dispute with the retailer. The 3 forms are Refund/Repair/Replace |
| 1. Prohibited Practices | 1. The government can introduce these when needed, such as for Ticketmaster touting, part of Consumer Protection Act 2007 |
| 1. Ombudsman | 1. Goods must be of a decent standard, taking into account price and durability |
| 1. Merchantable Quality | 1. Power to investigate disputes on behalf of consumers with Gardaí, HSE etc... No fee and independent from the government. You have one year to make the complaint, non- legally binding recommendation. |
| 1. Caveat Emptor | 1. Additional protection given to consumers, goods can be fixed, contract is between consumer and retailer, states exactly what is covered and timeframe. |
| 1. Guarantees | 1. Let the Buyer Beware- no protection for consumers |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |

|  |
| --- |
| 1. |
| 2. |
| 3. |
| 4. |
| 5. |

**3. Give 5 key pieces of information about the Small Claims Court:**

**4. Circle the correct answer:**

*Under EU Consumer Law, when purchasing online you have a cooling off period and are entitled to return an item within:*

* 1. 60 days
  2. 3 days
  3. 5 days
  4. 14 days

**5.** (i**)** *Circle the odd one out in relation to ‘Services’ as part of The Sale of Goods and Supply of Services At 1980*

1. Parts of Reasonable/Merchantable Quality
2. Must be Fit for Purpose
3. Provider must be qualified
4. Must take proper care and attention

(ii) Explain why it is the odd one out.

|  |
| --- |
| Reason: |

**6.**

(i) What does the CCPC stand for?

(ii) Give 5 functions of the CCPC.

|  |
| --- |
| 1. |
| 2. |
| 3. |
| 4. |
| 5. |