

Being A Good Consumer

Product Labels/Descriptions

By law the following items must appear on the label of a product;

- Price
- Illustration/Picture
- Name and Address of Company (Manufacturer)
- Product Name
- Country of Origin
- Ingredients (in descending order)
- Sell by date/Best before date
- Weight
- Storage
- Symbols (eg. Recycling)

Unit Price

This is the price of each individual unit in the packet. Eg a packet of biscuits containing 10 biscuits costs €1

The unit price would be:

$$\frac{\text{Cost of Product}}{\text{Units}}$$

$$\frac{\text{€1}}{10} = 10\text{c per biscuit}$$

Bar Code

A bar code is a series of vertical lines that contain 4 main pieces of information.

- The 'Country' of Origin
- The 'Name' of the Company
- The 'Product'
- The 'Price'

Eg. 'England' 'Kellogg's' 'Cornflakes' '€3.45'

Can I insist on something being sold to me?

'NO', but you must be given an explanation as to why not!

Can I get my Deposit back?

'No', you are not entitled to get your deposit back, as you have put the shopkeeper to the trouble of storing the good for you and maybe they could have sold the good in the mean time.

Can I insist on a Receipt?

'Yes', by law you are entitled to a receipt.

A receipt must contain the following;

- Date of Purchase
- Items Purchased
- Price of Items
- Name/Address of shop
- Money tendered & Change Given

Do I have to accept a Credit Note?

‘No’, you do not have to accept a credit note. A credit note is like a voucher, for the same amount of money as you spent on the item, you can only use it in that shop.