



Consumer Protection Worksheet

1. What 2 acts of law protect consumers?

2. Explain what a 'Third Party' is and when might you use one?

3. Outline the main elements of the Sale of Goods and Supply of Services Act 1980.

4. Explain the role of the 'Advertising Standards Authority'?

Q.5 What are 'Trade Associations'?

Q.6 Write a note about the Small Claims Court?

Q.7 Write a note about the Competition and Consumer Protection Commission?

Q.8

David bought a tin of paint in a sale for half the normal price. When David opened the paint it was not the colour advertised on the front of the tin. When his mother saw the paint she said it was a very inferior brand and its purchase was a false economy and a typical example of David's impulse buying. David wished to return the tin of paint to the shop with the receipt.

Is David entitled to a full refund of his money? Give reason for your answer?

Q.9 Explain the words underlined in Q.8

Q.10 When would you contact a Solicitor in relation to a consumer complaint?