

Name: \_\_\_\_\_

Date: \_\_\_\_\_

## **Question 1**

1. What is a consumer?

---

---

---

2. If I return goods to a shop and make a genuine complaint, am I entitled to a credit note?

---

---

---

3. Choose any three of the following terms and explain them.

**Guarantee    Credit Note    Price War    receipt    deposit    goods**

---

---

---

---

---

---

---

---

---

---

Name: \_\_\_\_\_

Date: \_\_\_\_\_

### **Question 2 - Consumer Rights**

Your stereo will not play CDs and you bring it along to a local shop for repair. You choose this shop because a sign in the window says it guarantees all repairs, and that it is a member of the Association of Electrical Contractors. The repair costs you £10. Two days later it will not play CDs again. When you return to the shop they insist that the repair will cost another £10.

(A) What is the legal basis for your complaint? Explain it briefly.

(B) Are you entitled to a complete refund? Give reason for your answer.

(C) What third party would you ask for help in this situation?