

Aim: _____

The Consumer: Rapid Revision

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

- The Sale of Goods + Supply of Services Act 1980.
- The Consumer Protection Act 2007

2. Match the terms with definitions below:

1. Illegal Shop Signs	A. A consumer interest Group, ensure good quality products, make consumers aware of rights, provide expert advice, lobby the government, publish a magazine
2. Inertia Selling	B. Protects consumers when buying goods and services from other countries in the Trading Bloc.
3. European Consumer Centre	C. Untrue claim, lie about closing down or moving sale, directly appealing to children, lying about free gift in a competition, ban of Pyramid Schemes,
4. Redress	D. 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.
5. Price Controls	E. These signs are illegal and do not affect your statutory consumer rights- it is an offence to display- e.g. No Refunds.
6. Consumers Association of Ireland	F. When the consumer and retailer try to settle the issue themselves without using Legislative methods.
7. Meet and Negotiate	G. 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
8. Prohibited Practices	H. The government can introduce these when needed, such as for Ticketmaster touting, part of Consumer Protection Act 2007
9. Ombudsman	I. Goods must be of a decent standard, taking into account price and durability
10. Merchantable Quality	J. 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.
11. Caveat Emptor	K. Additional protection given to consumers, goods can be fixed, contract is between consumer and retailer, states exactly what is covered and timeframe.
12. Guarantees	L. Let the Buyer Beware- no protection for consumers

1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.	12.
E	D	B	G	H	A	F	C	J	I	L	K

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

1.	Deals with complaints relating to consumer retailer - but not death/personal injuries or breaches of leasing agreements.
2.	Largest Amount a consumer can sue a retailer for is £2,000.
3.	Special application form with £25 fee.
4.	Meeting informal - No need for solicitor
5.	Registrar makes a ruling - unable to solve it goes to the District 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:

- a) 60 days
- b) 3 days
- c) 5 days
- d) 14 days

5. (i) Circle the odd one out in relation to 'Services' as part of The Sale of Goods and Supply of Services Act 1980

- a) Parts of Reasonable/Merchantable Quality
- b) Must be Fit for Purpose
- c) Provider must be qualified
- d) Must take proper care and attention

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

Reason:

Fit For purpose is a provision that relates to 'Goods' in this Act.

6.

(i) What does the CCPC stand for? Competition and Consumer Protection Commission

(ii) Give 5 functions of the CCPC.

1.	Inform consumers of their rights - website social media etc.
2.	Investigate breaches of consumer laws
3.	Advise the Government
4.	Provide personal finance information and advice - Interactive quizzes How to be best with money price comparisons etc.
5.	Enforce product safety regulations

other:- Monitor Mergers + Acquisitions to ensure there is no dominant business.