

Consumer Rights Quiz

(Information correct when quiz was created in October 2016)

- 1. You take the new MP3 player you bought back because you changed your mind. You haven't opened it so it's still sealed in the box and you have the receipt. Does the shop have to give you your money back?**

 - a. Yes, you have the receipt and it's still in perfect condition.
 - b. No, they are not legally allowed to give our money back.
 - c. No, there is no legal requirement for them to give you a refund if it isn't faulty, but check their returns policy.**
 - d. No, they don't have to give a refund, but they do have to exchange or offer a store credit.
- 2. You ordered a new phone case on-line from a company abroad but when it arrived it was faulty. Which country's laws cover you?**

 - a. UK law, because that's where you ordered from.
 - b. The country the trader is based in.**
 - c. None, the internet isn't covered by any specific country's laws.
 - d. Only laws that are the same in the UK and the country the trader is based in apply.
- 3. You bought your little sister a toy, but it fell apart as soon as it was taken out of the box. You've thrown out the receipt, can you take it back for a replacement or refund?**

 - a. No, not if you don't have the receipt the shop gave you.
 - b. Yes, the trader has to prove you didn't buy it from them
 - c. No, even if you had the receipt you have given it to a new owner and consumer rights are not transferable
 - d. Yes, if you have some other proof you bought it from them like a credit card bill or bank statement.**
- 4. You see a coat you've been wanting for ages an outlet store. It usually costs £150 but they have it priced at £15. When you get to the till they say it's a mistake and won't sell it. Can they legally refuse?**

 - a. Yes, they are not legally obliged to sell anything regardless of the tag.**
 - b. No, if they advertise it at a price they must sell it for that amount.
 - c. Yes, because the difference between the tag and the actual price is more than £100.
 - d. No, you are entitled to get the free because the trader made a mistake.

5. Your bike gets stolen 6 days after you buy it. Is the store liable?

- a. Yes, they are liable for anything that happens to it for 7 days.
- b. No, but they do have to offer a discount on a replacement bike
- c. Yes, they should have supplied it with a suitable lock.
- d. No, keeping it safe is your responsibility.**

6. The TV you bought from a shop in town doesn't work. The shop says they can't help because you have to take it up directly with the manufacturer. Is this true?

- a. No, the shop is obliged to deal with complaints from the final consumer.**
- b. Yes, manufacturing faults have to be dealt with by the manufacturer.
- c. No, because the manufacturer is not a UK base company
- d. Yes, once the item leaves the shop, they don't have to deal with it.

7. What is the law that give consumers the right to a refund, repair or replacement of faulty goods called?

- a. Sale of Goods Act
- b. Sales and Contracts Act
- c. Consumer Rights Act**
- d. Weights and Measures Act

8. The watch you bought in the sale with 75% off, stops working after two weeks. The shop tells you they won't refund or replace because it was reduced and you can't expect it to be as good as full price watch. Are they right?

- a. Yes, the Sale of Goods act only applies to full price items.
- b. No, reduced goods must be in the same working order as full price ones unless they are sold as faulty.**
- c. Yes, you should expect the watch to be 75% poorer quality.
- d. No, as long as the sale is still running they have to offer a refund.

9. You want to buy a new game, but you don't have enough cash on you. Can you insist the shop takes your credit card?

- a. No, they can refuse card payments if they choose.**
- b. Yes, they must take whatever form of payment you offer.
- c. Yes, but they can add an extra charge for credit cards.
- d. No, but they can only refuse if the card company's systems are down.

10. You're having lunch in a restaurant and ask for tap water. Do they have to provide this free of charge?

- a. Yes, water has to be available free
- b. Yes, but they can insist you bring your own glass or cup
- c. No, unless they are licensed to sell alcohol**
- d. No, they can charge as much as they like.