

Please read through the powerpoint presentation and complete the activities within it and on this sheet.

Consumer Protection

1. I bought a shirt but when I arrived home I changed my mind. I took it back to the shop the next day but the staff would not give me a refund.

Can they do this?



2. I bought new shoes recently but the heel of one shoe broke the second time I wore them. The shop is offering to repair them.

Do I have to accept this?



3. I bought a pair of Beats headphones after seeing a private ad in my local newspaper. When I got them home I discovered that they weren't working.

What are my rights?



4. I got a flat screen TV for my birthday but it doesn't work properly. The shop manager told me to send it back to the manufacturer, as the fault had nothing to do with the shop.

Is this correct?



5. I bought a pair of jeans for £59.95 but discovered that a shop down the street was selling them for £49.95.

What can I do?



6. My Mum washed a pair of trousers that were labelled hand wash only in the washing machine, and they shrunk.

What can I do?



