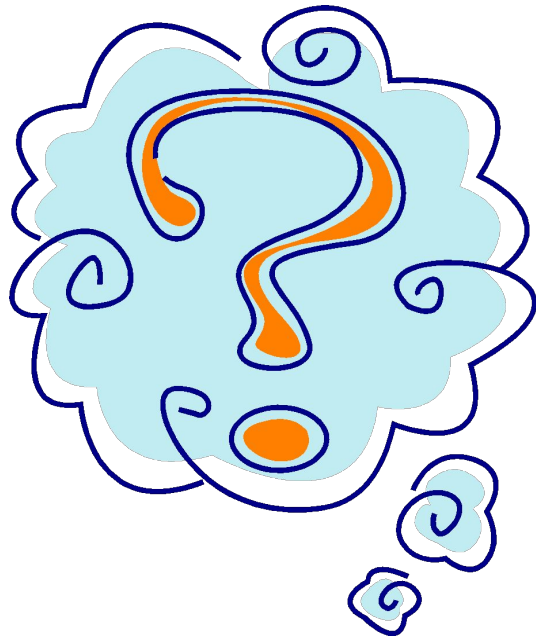


The 8 Consumer Rights



The 8 Consumer Rights



- Can you name some of them?

1. The right to satisfaction of basic needs



The right:

- To have access to basic, essential goods and services: adequate food, clothing, shelter, health care, education and sanitation.



2. The right to safety



The right:

- To be protected against products, production processes and services which are hazardous to health or life.

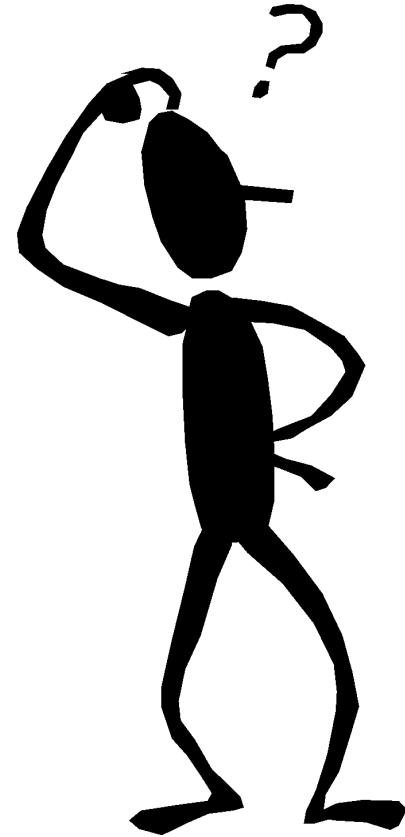


3. The right to be informed



The right:

- To be given the facts needed to make an informed choice, and to be protected against dishonest or misleading advertising and labelling.



4. The right to choose



The right:

- To be able to select from a range of products and services, offered at competitive prices with an assurance of satisfactory quality.



5. The right to be heard

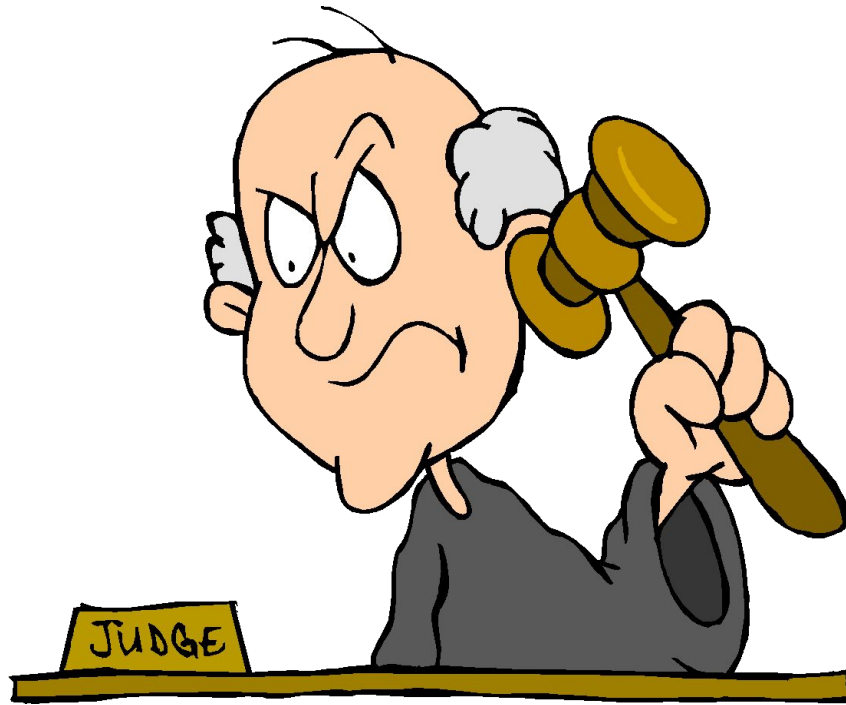


The right:

- To have consumer interests represented in the making and execution of government policy, and in the development of products and services.



6. The right to redress

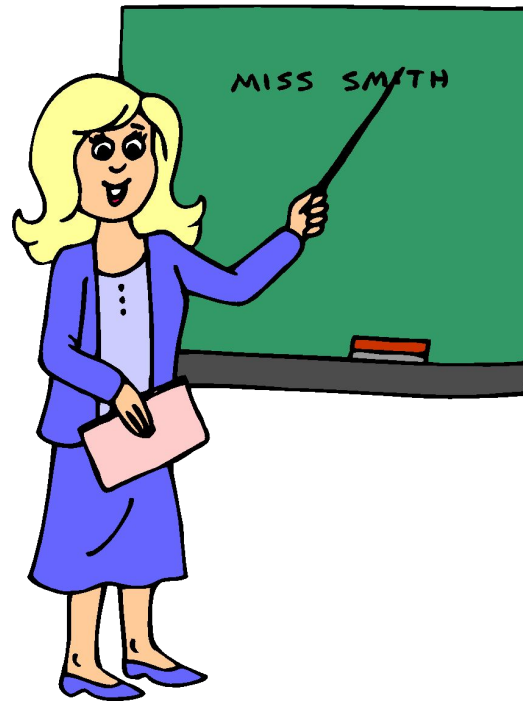


The right:

- To receive a fair settlement of just claims, including compensation for misrepresentation, shoddy goods or unsatisfactory services.



7. The right to consumer education



The right:

- To acquire knowledge and skills needed to make informed, and confident choices about goods and services, while being aware of basic consumer rights and responsibilities and how to act on them.

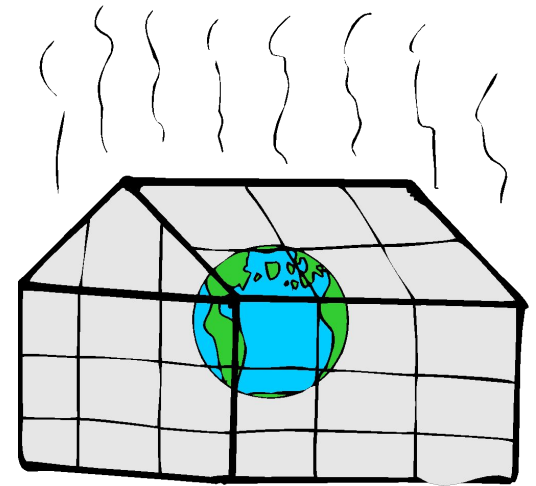
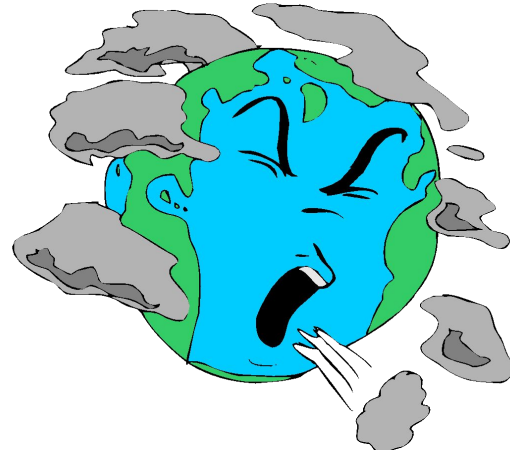


8. The right to a healthy environment



The right:

- To live and work in an environment which is non-threatening to the well-being of present and future generations.





SO...Let's see...

How many of the
8 Consumer Rights
can you remember?

To think about! Research has shown that if someone has a consumer complaint they will tell at least nine other people about their dissatisfaction. But if the complaint is handled well by the trader, the consumer is likely to recommend that trader to about 15 other people. So it is in the best interests of the trader to try his/her best to solve customer complaints.

What happens when these expectations are not met?

Act is – a bill that has been passed by Parliament 3 times to become a law.

Add the word *Act* to their Key Word list