



LESSON 2: Activity 1

Informed consumer quiz

Read the questions and circle the correct answer in each case.

1. All consumers have rights when buying new goods/services from a business.

- a) True
- b) False
- c) Unsure

2. A shop must always give you a receipt when you buy goods or services. Please choose whether this statement is true or false.

- a) True
- b) False
- c) Unsure

3. You buy a coat, take it home and decide you don't like it. Should you:

- a) Take the coat back and demand a full refund
- b) Take the coat back and demand a credit note
- c) Check the shops returns policy

4. You get a present for your birthday but you don't like it. Should you:

- a) Take it back to the shop and demand a full refund
- b) Take it back to the shop with the gift receipt and ask if it's possible to exchange it for something else
- c) Give the present to someone else

5. You buy a juicing machine in the sale, but when you get home it doesn't work. Should you:

- a) Take the juicing machine to the recycling centre
- b) Take the juicing machine back to the shop and demand a full refund of the price you paid or a replacement
- c) Take the juicing machine back to the shop and demand a full refund of the price you paid

6. You buy a pair of shoes but decide they don't suit you at all. Yesterday you noticed the same shoes are now on sale. Should you:

- a) Take the shoes back to the shop and ask for a refund of the sale price
- b) Take the shoes back to the shop and demand a full refund of the pre-sale price
- c) Check with the shop their returns policy

7. You buy a kettle but it stopped working after one use. You take it back to the shop and they say you have to return the kettle to the manufacturer yourself. Is this right?

- a) Yes
- b) No
- c) Unsure

8. You buy a lovely shirt for your dad for his birthday but when you go to wrap it you see that two buttons are missing. Should you:

- a) Sew on a couple of buttons you found in your granny's sewing box
- b) Take the shirt back to the shop and ask for a repair, a replacement, a refund or a reduction in price
- c) Give the present to your dad and hope he doesn't notice

9. You buy a phone but it doesn't work properly from the start. You take it back to the shop and they repair it but a month later it's not working again. You are entitled to a replacement or a refund.

- a) True
- b) False
- c) Unsure

10. You buy a new laptop. It works for a week then you experience problems turning it on. You return it to the shop, where you are asked to pay €50 to get it fixed. Do you think this is right?

- a) Yes
- b) No
- c) Unsure

11. You buy a top and later notice a hole in it. You take it back to the shop but the staff just point at a sign saying 'No refund or exchanges'. Is this right?

- a) Yes
- b) No
- c) Unsure