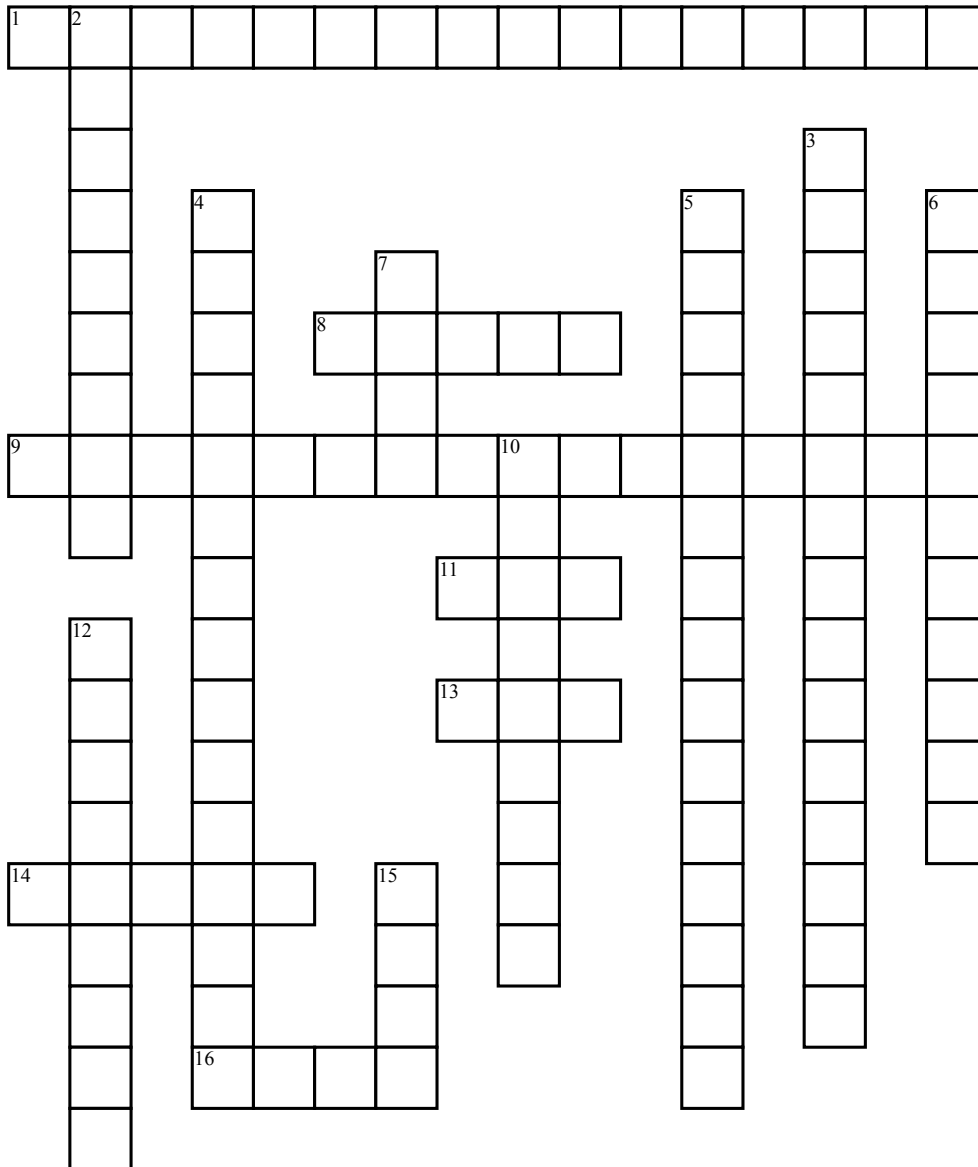


Name: _____

Date: _____

Chapter 15



Across

1. A court system in every state that exists to resolve cases involving small amounts
8. occurs when consumers are given false information in an effort to make a sale
9. consumers united to demand fair treatment from businesses.
11. What is the administration that makes certain that food, drug, and cosmetic products are not harmful to consumers?
13. An implied warranty is made by:
14. True or False: Consumers don't have responsibilities.

16. True or false: Fraud occurs when consumers are given true information in an effort to make a sale.

Down

2. What involves the use of a third party who tries to resolve the complaint between the consumer and the business?
3. imposed by law and is understood to apply even though it has not been stated
4. A legal action by one party on behalf of a group of people who all have the same grievances

5. is made orally or in writing and promises a specific quality of performance

6. A third party action resulting in a decision that is legally binding
7. True or False: Results in a decision that is legally blinded is called Arbitration?

10. Use of a third party who tries to resolve the complaint between the consumer and the business

12. a promise by the manufacturer or dealer

15. True or false: The most important responsibility you have as a consumer is to be informed.