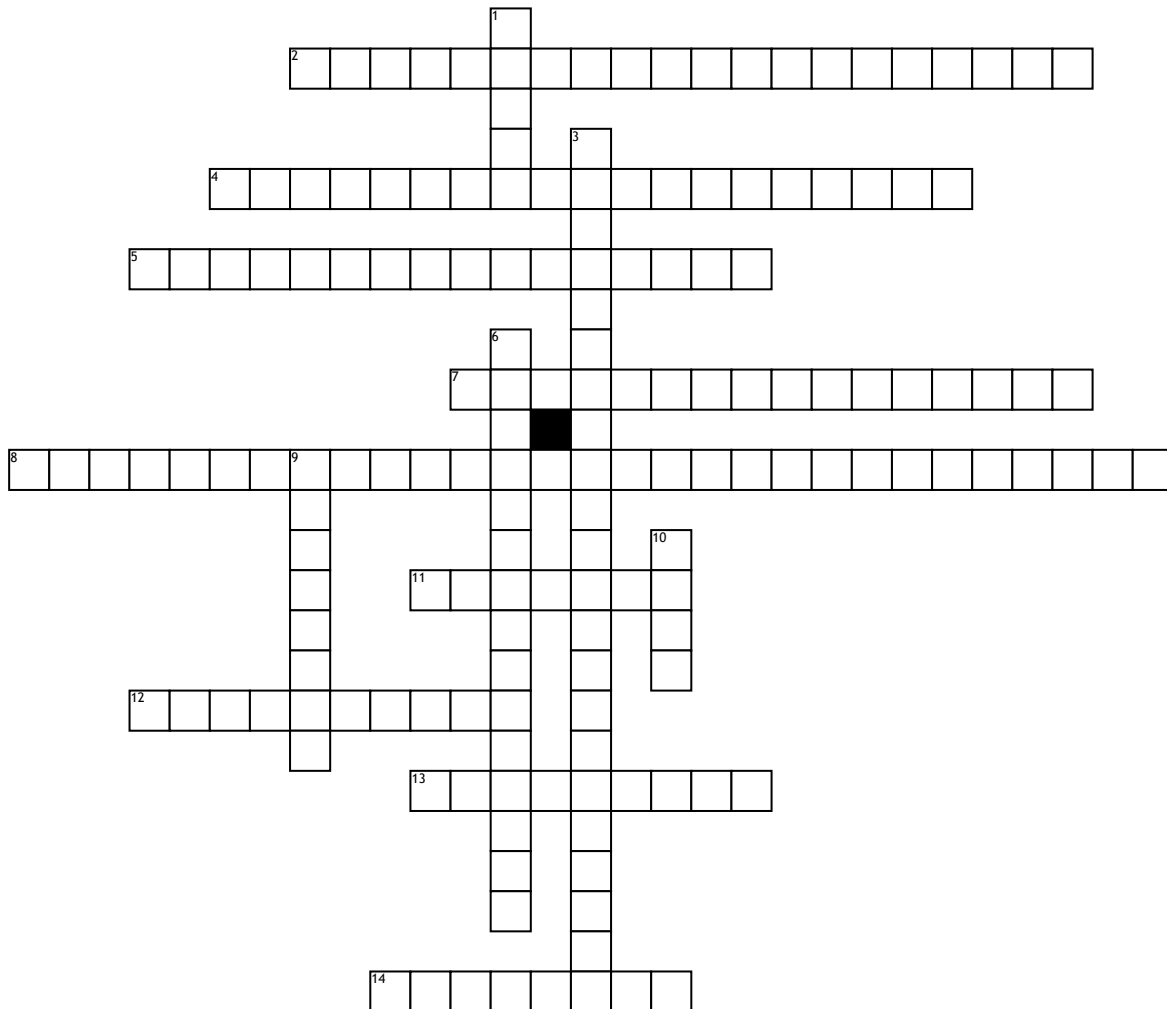


Chapter 3 Rights and Responsibilities



Across

2. A nonprofit agency that helps to resolve disputes between consumers and sellers.
 4. Order that requires the company to stop using an advertisement
 5. Specified period of time within which a consumer can back out of an agreement to buy something.
 7. Handles disputes involving smaller dollar amounts.
 8. Agency that enforces laws that protect the environment

11. To seek and receive a remedy to the problem.
 12. Item priced below cost to attract you to the store.
 13. Pressuring consumers to buy a more expensive product than they intended
 14. A company's promise that the product will meet specific standards over a given period of time.

Down

1. Deliberate deception, designed to secure unfair or unlawful gain.

3. Responsible for protecting consumers from unfair or deceptive business practices.
 6. An unwritten guarantee that the product is of sufficient quality to fulfill the purpose of which it was designed.
 9. A Company that has an unfair advantage over competitors in an area of business.
 10. Agency that protects consumers from dangerous products