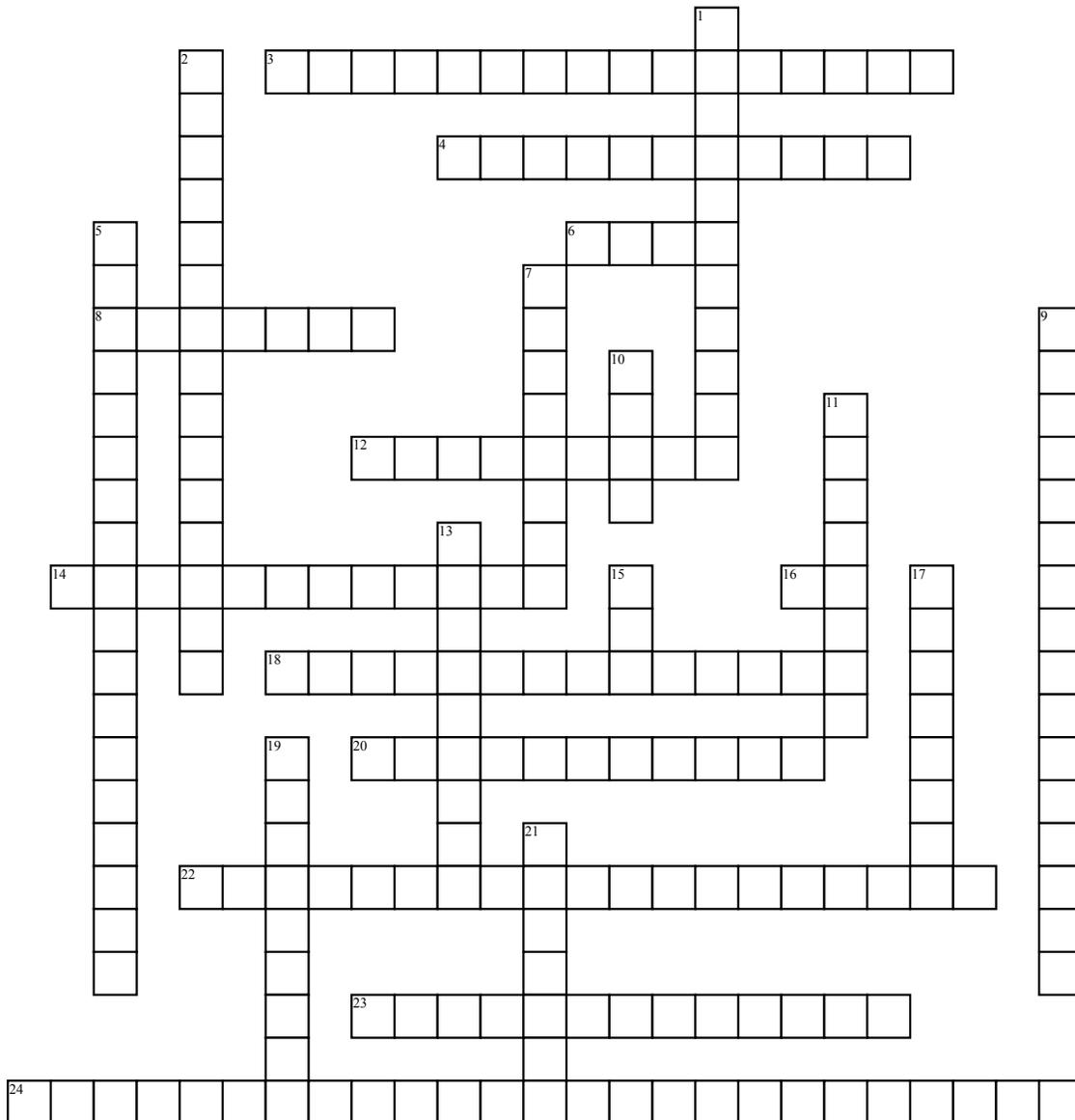


Name: _____

Consumer Rights (Chapter 9)



Across

3. An unsettled dispute over a product under the value of 2,000euro can be taken where? for a fee of 25 euro.
4. If an price is advertised as being reduced, it must be at the higher price for how many consecutive days in the past three months?
6. The consumer and Competition Protection Act 2014 is overseen by the
8. An example of proof of purchase
12. Under the sale of goods and supply of services act 1980, providers of services must be
14. A retailer advertising a closing-down sale if they are not closing down, is an example of what kind of practice
16. The directive on consumer rights, eg 14 days cooling off, doesn't apply outside the
18. The consumer Association of Ireland publishes a magazine called
20. The name of the tax charged on imports from outside the EU that exceed 150euro in value

22. The term relating to the quality a product should be, under the sale of goods and supply of services act 1980

23. The term under the sale of goods and supply of services act 1980, specifying the good should do the job intended

24. What legislation protects against false or misleading information?

Down

1. The term under the sale of goods and supply of services act 1980, stating that a good should match the description given

2. The term given to a sale and purchase of good/service that doesn't take place in person

5. Under the sale of goods and supply of services act 1980, the term relating to the good matching the sample

7. Who is responsible for dealing with a consumer complaint?

9. Online shoppers have 14 days to change their mind or cancel their order, from date goods are received. This is known as a

10. The CCPC enforce product safety, provide information to allow consumers make informed decisions and make sure competition is

11. A person who buys goods and services for their own use is called a

13. who examines complaints of unfair treatment by a public body, eg: a government department

15. Who gives Irish consumers advice on dealing with traders from other EU member states

17. A legal agreement between two or more people is called a C.....

19. A written promise from a manufacturer that a faulty good will be refunded, repaired or replaced within a given time is called a

21. The name given to the vertical lines read by a checkout scanner. It reduces the number of units left in the stockroom.