

Name: _____

Date: _____

Consumer Vocab

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| 1. Any one who uses goods or services. | A. Second |
| 2. A non-profit organization offers consumer education and info. on a company's consumer complaint record. | B. Store Brand |
| 3. Federal agency that enforces safety standards for food, drugs, and cosmetics. | C. Unfair Trade Practice |
| 4. a federal agency that was formed to set and enforce safety standards of products such as household appliances, toys, and tools. | D. Comparison Shopping |
| 5. A federal agency which was formed to protect consumers against false advertising, illegal sales schemes, and unfair trade. | E. Brand Name |
| 6. A federal agency helps answer questions or problems and help resolve consumer complaints and provide consumer education. | F. Services |
| 7. Statement made by manufacturer concerning the responsibility for quality, characteristics, & performance of product or service. | G. Warranty |
| 8. Any business practice which is considered unethical or illegal. | H. Monopoly |
| 9. Amount of goods and services available for sale at various prices at stated times. | I. Full Warranty |
| 10. A product that does not meet the standard requirements, contains flaws or imperfections. | J. Supply |
| 11. Work performed to meet the needs of those buying the work. Repair work, personal grooming, transportation, services from doctors lawyers. | K. consumer |
| 12. Market situation in which only one organization produces the entire product. | L. Limited Warranty |
| 13. Basic items a person must have to survive. | M. Bureau of Consumer Protection |
| 14. Unplanned consumer purchases, done spur of the moment. | N. Needs |
| 15. Looking at different brands of same item in various stores to compare price, quality, features, and stores before buying. | O. Consumer Product Safety Com |

16. Brand name that is widely recongnized and sold in many different stores. Associated with quality.

P. Better Business Bureau

17. Band owned by a particular store. store will either manufacture their own product and put their name on it or purchase the product from a manufacture with the right to put their name on it.

Q. Federal Trade Commission

18. Surplus products purchased from many different manufactureers and then labeled with plain white and black labels. Quality varies.

R. Generic Brand

19. Repair or replacement must be free.

S. Food and Drug Administration

20. May require the consumer to pay labor fees or handling charges.

T. Impulse Buying