

Name _____

Know Your Consumer Rights!

The Right to Safety- consumers are protected against the sale of dangerous products.

The Right to Be Informed- Consumers have the right to ask for all the facts needed to make good choices. They are also protected against advertising that is dishonest or misleading.

The Right to Be Heard- Consumers have a voice in making laws that affect consumers.

The Right to Choose- Consumers are assured of the right to choose from a variety of goods at competitive prices.

The Right to Redress- This is the right to have problems quickly and fairly corrected.

The Right to Consumer Education- All consumers and students are entitled to information about consumer issues.

Steps to Handle Consumer Complaints:

1. Check your warranty.
2. Go to the store where you made the purchase.
3. Clearly state what the problem is and how you would like it fixed.
4. Put your complaint in writing. Be sure to include your name, address, and phone number. Also include the place and date of your purchase, the name/model # of the product and enclose copies of your receipt and warranty.
5. If your letter does not bring results, you may choose to bring your complaint to Better Business Bureau. This is a private agency that works to improve local business practices.
6. Another option is to take your claim to Small Claims Court to be resolved. In this type of court, you present your complaint before a judge.