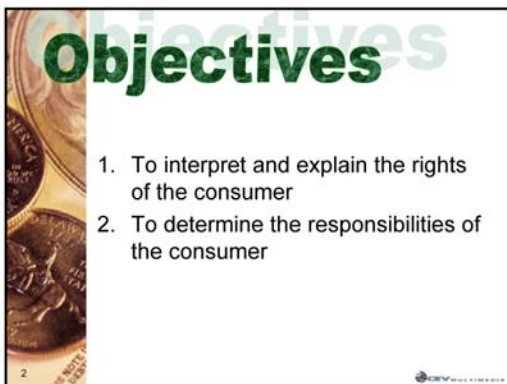
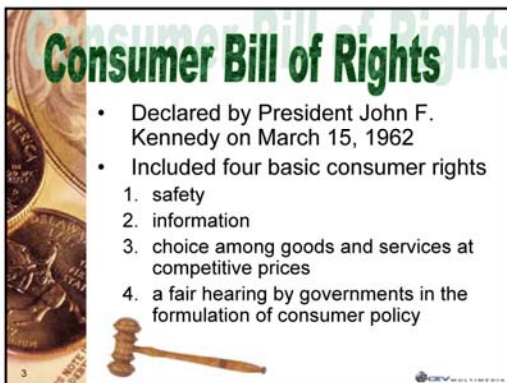


Consumer Rights & Responsibilities







Consumer Rights & Responsibilities

Today's Bill of Rights

- Evolved from Kennedy's basic consumer rights
- Includes eight basic consumer rights
 1. safety
 2. information
 3. choice
 4. representation
 5. basic needs
 6. redress
 7. consumer education
 8. healthy environment



Right to Safety

- Is the right to be protected from goods and services dangerous to consumers' health and/or life
- Protects consumers in two ways
 1. safety and performance testing
 2. labeling- usage and operation information, warning, contents and expiration dates



Right to Safety

- Consumers should:
 - **read labels when shopping**- look for allergenic ingredients, warning signs and other precautionary information
 - **ask for help**- find a sales person to help answer any questions
 - **be aware of faulty or recalled products**- look in the newspapers, local news and on the Internet site of the Consumer Product Safety Commission for recalls
 - **send in product cards**- fill out and send in any cards included with a product



Consumer Rights & Responsibilities

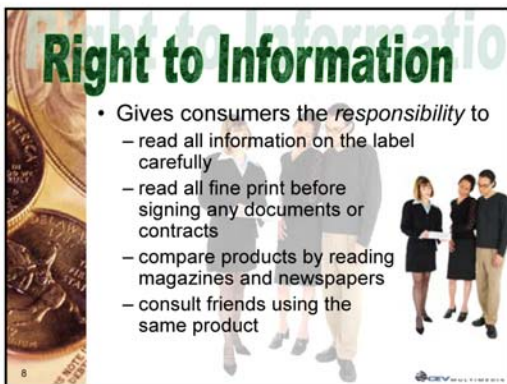

Right to Information

- Gives consumers the *right* to
 - be given facts and information aiding in an informed decision
 - be protected from false or misleading advertising and/or labeling



Right to Information

- Gives consumers the *responsibility* to
 - read all information on the label carefully
 - read all fine print before signing any documents or contracts
 - compare products by reading magazines and newspapers
 - consult friends using the same product



Right to Choose

- Provides consumers with the right to choose products with competitive pricing and quality
- Ensures goods and services are offered in many different brands, sizes, shapes, colors and prices



Consumer Rights & Responsibilities

Right to Choose

- Gives consumers the responsibility to
 - compare similar products- looking for differences in quality
 - to use unit pricing to compare bargains
 - breakdown the product price into price per unit
 - compare similar products based on price per unit
 - example: if a product is offered in a 10 oz. can, divide the price by 10 oz. to get the price per ounce

$\frac{\text{price}}{10 \text{ oz.}} = \text{price per ounce}$

Right to Representation

- Gives consumers the right to express their needs and interests in government legislation
- Provides consumers with a voice in obtaining the best value for their money

Right to Representation

- Gives consumers the responsibility to
 - read articles involving consumer issues
 - take part in meetings, forums and surveys involving consumer issues
 - support local and national consumer groups
 - contact government bodies when serious issues arise

Consumer Rights & Responsibilities

Right to Basic Needs

- Gives consumers the right to goods and services ensuring survival
- Gives consumers the responsibility to
 - look for affordable prices and good quality
 - look for quality rather than quantity or brand
- Examples:
 - food, clothing, water, shelter, transportation, healthcare and education



Right to Redress

- Gives consumers the right to
 - be compensated for misrepresentation and unsatisfactory goods or services
 - get what they pay for
- Gives consumers the following options if a purchased good or service does not perform properly or is in poor condition
 - return or exchange the product
 - have the product repaired

If the store does not take action on your complaint, contact your local consumer affairs or consumer protection agency

Right to Consumer Education

- Gives consumers the right to
 - be educated with necessary skills and knowledge
 - be an informed consumer through
 - school curriculum
 - media on consumer-related issues
 - seminars, training, conferences and forums regarding consumer-related issues
- Gives consumers the responsibility to
 - take advantage of each medium of consumer education

Consumer Rights & Responsibilities

Right to a Healthy Environment

- Gives consumers the right to
 - live in a non-threatening or non-dangerous environment
 - expect government protection of our forests, water sources, wildlife and other limited resources
 - expect businesses to eliminate as much waste and pollution as possible



Right to a Healthy Environment

- Gives consumers the responsibility to
 - create as little waste as possible
 - cut down on personal pollution
 - speak out for the environment



Consumer Responsibilities

- Come hand in hand with many rights our nation provides
- Include:
 - critical awareness
 - action
 - resource conservation
 - environmental protection



Consumer Rights & Responsibilities

Critical Awareness

- Be alert and question!
- Practice the following when purchasing goods and services
 - compare price and quality
 - read labels and fine print
 - maintain current consumer education
 - ask questions when unsure



Action

- Take action!
- Ensure consumer rights are met by
 - following government legislation
 - speaking out when a concern arises
 - supporting consumer rights groups



Resource Conservation

- **Reduce**
 - buy products with as little packaging as possible
 - buy earth-friendly products
- **Reuse**
 - buy products/containers having multiple uses
 - be creative with empty containers
 - storage bins
 - crafts
 - decorations
- **Recycle**
 - buy recyclable products
 - recycle non-reusable products



Consumer Rights & Responsibilities

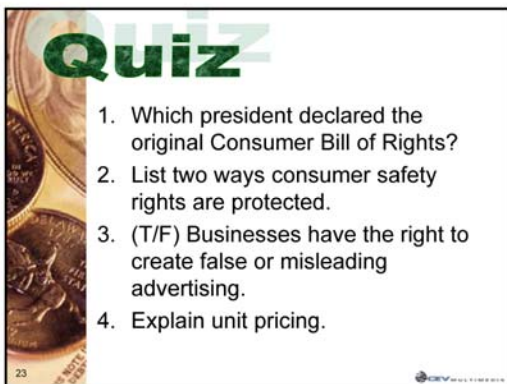
Environmental Protection

- Protect our environment!
- Follow conservation techniques
- Take steps to eliminate pollution
- Support environmental agencies
- Promote government legislation limiting pollution and protecting our resources



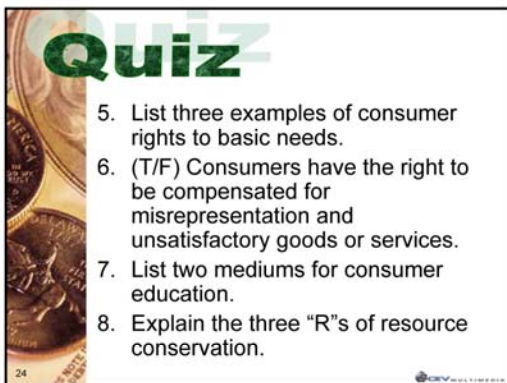
Quiz

1. Which president declared the original Consumer Bill of Rights?
2. List two ways consumer safety rights are protected.
3. (T/F) Businesses have the right to create false or misleading advertising.
4. Explain unit pricing.



Quiz

5. List three examples of consumer rights to basic needs.
6. (T/F) Consumers have the right to be compensated for misrepresentation and unsatisfactory goods or services.
7. List two mediums for consumer education.
8. Explain the three "R"s of resource conservation.



Consumer Rights & Responsibilities