



LESSON 2: Activity 1

Informed consumer quiz

Read the questions and circle the correct answer in each case.

1. All consumers have rights when buying new goods/services from a business.

- a) True
- b) False
- c) Unsure

2. A shop must always give you a receipt when you buy goods or services. Please choose whether this statement is true or false.

- a) True
- b) False
- c) Unsure

3. You buy a coat, take it home and decide you don't like it. Should you:

- a) Take the coat back and demand a full refund
- b) Take the coat back and demand a credit note
- c) Check the shops returns policy

4. You get a present for your birthday but you don't like it. Should you:

- a) Take it back to the shop and demand a full refund
- b) Take it back to the shop with the gift receipt and ask if it's possible to exchange it for something else
- c) Give the present to someone else

5. You buy a juicing machine in the sale, but when you get home it doesn't work. Should you:

- a) Take the juicing machine to the recycling centre
- b) Take the juicing machine back to the shop and demand a full refund of the price you paid or a replacement
- c) Take the juicing machine back to the shop and demand a full refund of the price you paid

Consumer Applications Activity 14 Key

Raffaela Di Napoli



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