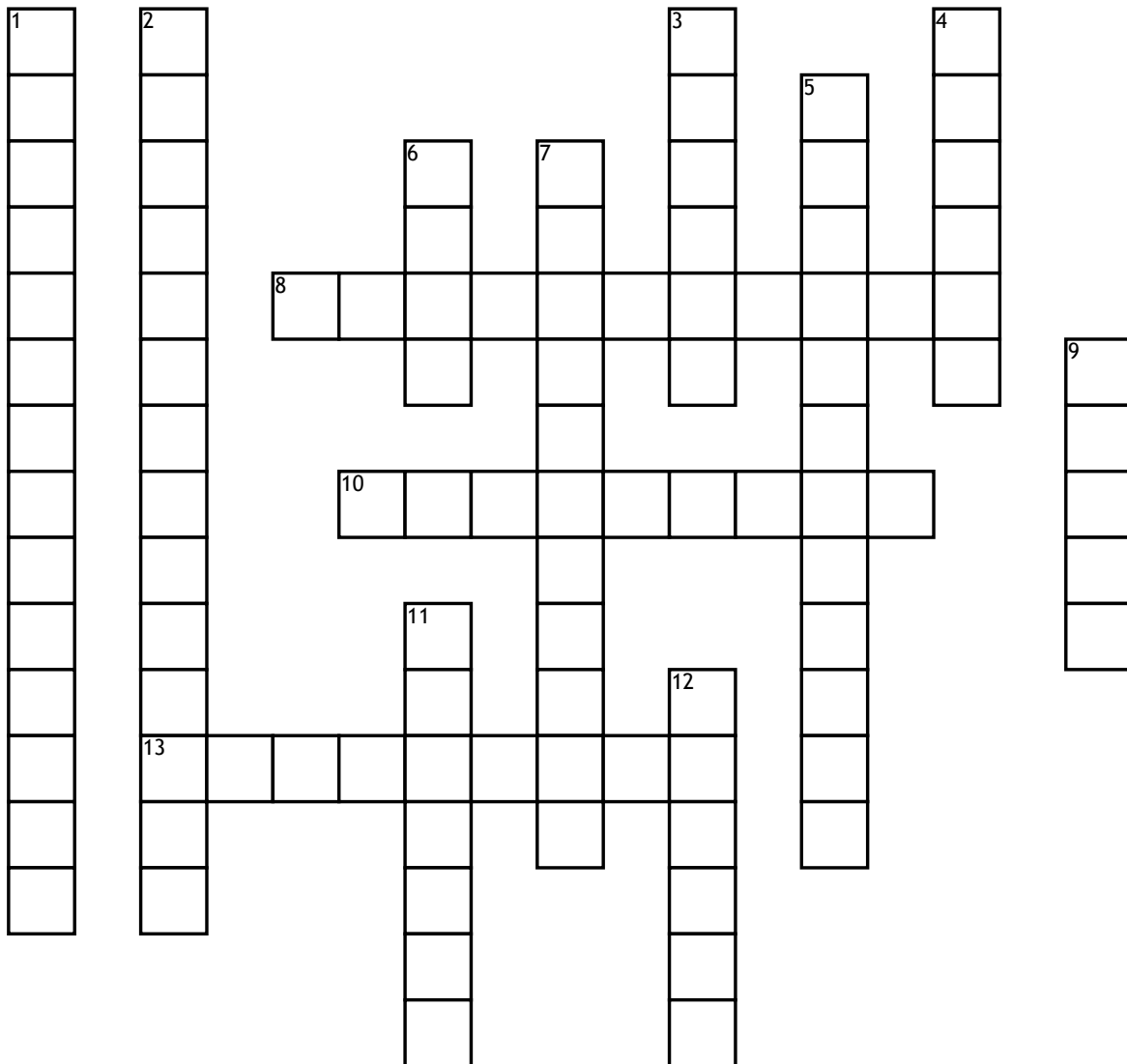


Protecting the consumer - Recap



Across

8. What is missing from this list in terms of the 3R's - Repair, Refund, XXX

10. The Consumer Protection Act protects against misleading claims and misleading...

13. What does the O stand for in the abbreviation FSO

Down

1. When writing a letter - if you are addressing it to someones name, you should sign off with...

2. ComReg is a commission set up to regulate which industry?

3. If you have a faulty good and you have tried to make a verbal complaint, next you should write a....

4. The Sale of Goods and Supply of Services Act was established in 19XX?

5. What is the Latin phrase for 'Let the buyer beware'?

6. The Competition and Consumer protection Committee is also know as the...

7. If you made a complaint and were unsuccessful and wanted to take it further by going to court, which court would you usually go to?

9. The Consumer Protection Act was established in in the year 200X?

11. If there is a breach to the Sale of Goods and Supply of Services Act 1980, consumers are entitled to what?

12. The E in the abbreviation of CER stands for what?