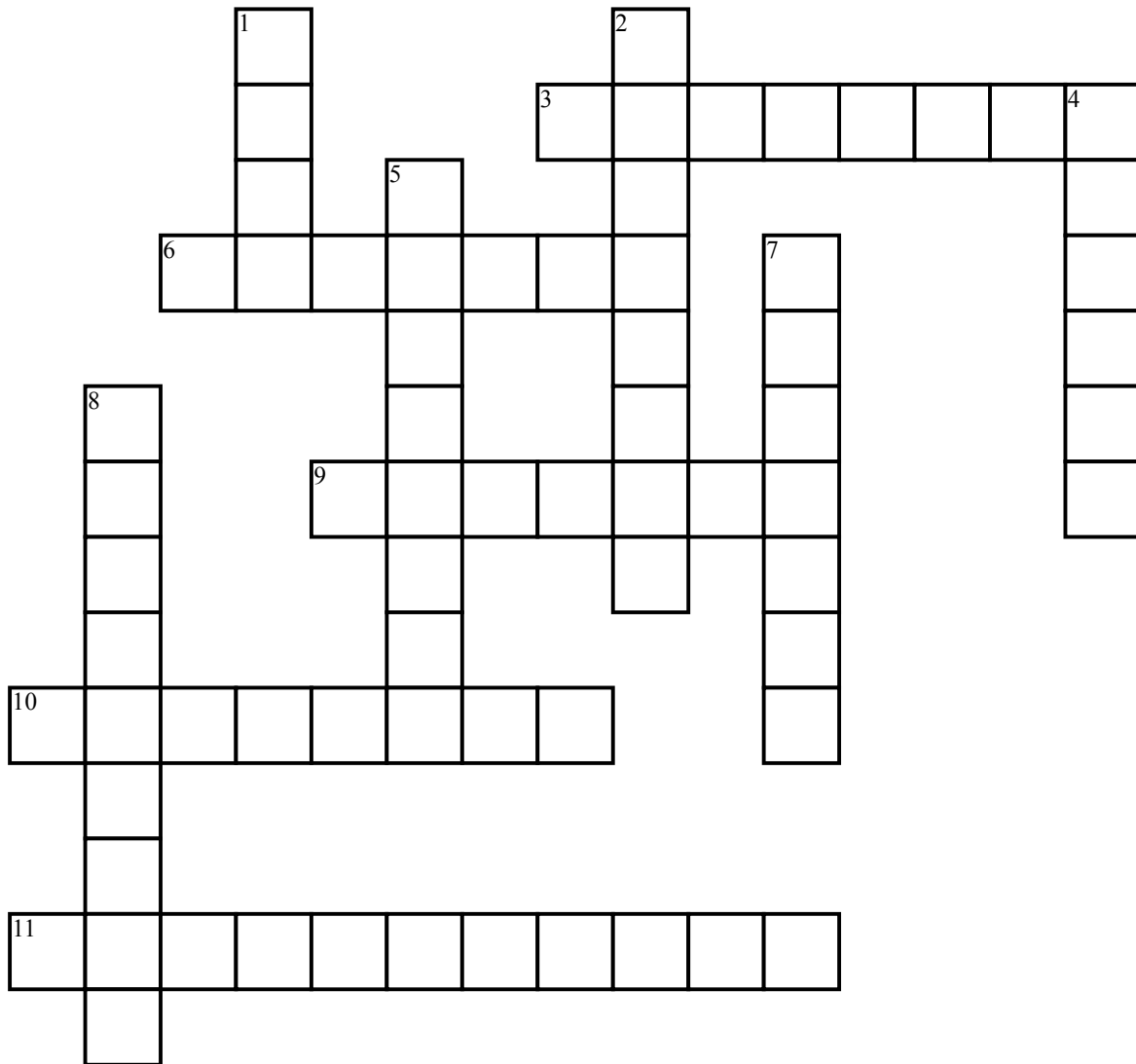


Name: _____

Date: _____

Rights and Responsibilities of Consumers



Across

- 3. A person who buys goods and services
- 6. A part payment made in advance when you order or reserve goods and services
- 9. A _____ consumer knows the effects of consumption on society and the environment
- 10. A promise to repair or replace a faulty product. Offered by the seller and lasts longer than a guarantee
- 11. If a product is faulty you are entitled to a repair, _____ or a full refund

Down

- 1. You have the same rights when you buy items in a _____
- 2. A legally binding agreement
- 4. Legal entitlements
- 5. Contracts for goods and services bought online can be cancelled without penalty within _____ days
- 7. If you buy electrical goods, the shop or manufacturer must _____ your old equipment
- 8. A legal promise from the manufacturer to offer a refund, repair or replacement for a faulty product