

If Things Go Wrong game

Key Stage 4
Consumer rights &
Responsibilities

Instructions

Time- 40 Minutes

Students can work in pairs or in groups

Give students the pictures of the scenarios attached at the bottom of the page. (Answers are also included for teachers).

Get the class or group to discuss the problem in each card and work out an action plan in each case.

Use the prompt cards below to help the students



1. What is the problem?

2. Should the person complain to the place they bought the item from?

3. What should they get? Money, a new item or a repair on the broken one?

4. What if they complain and the people in the shop will not listen?

5. Should they write a letter?

Explain to students that shop keepers and people that sell consumers goods have certain responsibilities. The things they sell must not be faulty, they must not break and they must last for a while. Emphasise the fact that everybody has the right to be sold goods that do not break.

If things break for no reason, then the person who bought them is entitled to a new one or a repair or their money back.

Ask students

What happens if they drop their new toy/iPod and it breaks? Does the shop have to do anything then?

Explain that people can only get repairs, replacements or their money back if they have not done anything to make the item break.

Case studies

1. She is in a hurry when she buys her shirt and doesn't take advantage of the changing room provided to try it on. When she gets home she finds it is too small.

What are her rights?

In this situation she does not have any right to a refund or exchange - there is nothing wrong with the shirt itself - and the shop can legally refuse to do anything about it.

There are some stores that will exchange any goods if you are unhappy with them for any reason. Again, this is not a legal right and will only apply to certain stores. Some will give vouchers in exchange for returned goods if no receipt is available.

Since there is no legal obligation on the trader in these circumstances it is always advisable for any agreement to exchange or refund to be written on the receipt at the time of purchase. This should avoid confusion when the goods are returned.



2. She buys the goods and they blow up, the item is faulty, she is hurt what can he claim for?

Refund/replacement/repair of goods, and money for her injuries, emotional distress etc

Explain that there are times when a fault may not become apparent for some weeks. When this happens the law says that the shop should give compensation/damages/replacement (like for like) so the replacement could be second hand. The law also says that the shop does not have to refund the full cost, because the goods have experienced some 'wear and tear'.

