

Faulty Goods Right or Wrong?

Instructions

Key Stage 4
What to do if you
buy faulty goods

Time 30mins

As a shopper you have certain rights when buying products, from the list below consider what statements are right and which ones are wrong. Read out the question and then ask students to tick whether the statement is right or wrong.



Question	Right	Wrong
I have bought these trousers but they are ripped, the shop should give me a refund		
The shop won't give me my money back so I am going to shout at the shop assistant		
I don't want this CD anymore so the shop should give me a different one		
I should always ask for a receipt when I buy things		
The jumper I bought doesn't fit I should get a refund		
I should always check my change before I leave the shop		
If I have a problem returning faulty goods I can contact Trading Standards		
I should check the item I have bought before I leave the shop to check its ok		
My new watch doesn't work, I should return it straight away		

Answers

Question	Right	Wrong
I have bought these trousers but they are ripped, the shop should give me a refund	X	
The shop won't give me my money back so I am going to shout at the shop assistant		X
I don't want this CD anymore so the shop should give me a different one		X
I should always ask for a receipt when I buy things	X	
The jumper I bought doesn't fit I should get a refund		X
I should always check my change before I leave the shop	X	
If I have a problem returning faulty goods I can contact Trading Standards	X	
I should check the item I have bought before I leave the shop to check its ok	X	
My new watch doesn't work, I should return it straight away	X	