

# Faulty Goods activity

## Instructions

**Key Stage 4**  
What to do if you  
buy faulty goods

**Time 30mins**

Often when we have spent money on something and there is a problem we can become very upset or annoyed.

Ask Students to discuss their experiences of going out shopping and any problems they might have had with buying faulty goods.

The teacher should participate too, answers to be recorded on the board. (The lesson can refer back to the Di Lemma makes a complaint handout, if no one has any specific stories.)

Questions could be,

- What was the item you bought that was faulty?
- When did you realise it was damaged or broke?
- Did you complain?
- How did this make you feel?
- Did you have someone there to help you?
- What did the shop assistant say?
- How did the problem end?
- Would you deal with a similar problem in the same way next time?
- What might be the best thing to do to resolve the situation?

Students should consider what faulty means and whose fault it is and how you can find out what shops' policies are for returning goods.

