

# Chapter 23 Consumer Rights and Responsibilities

## *BusinessWeek* Reader Case Study

### “HP Wants Your Old PCs Back”

**Directions** Read the *BusinessWeek* Reader on page 408 of your textbook and answer the questions.

#### Literal Comprehension

1. Which U.S. state does the article mention?  
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2. What is the name of the “unexpected ally” found by environmentalists when trying to rid local dumps of toxic old computers and televisions?  
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3. Why were companies such as IBM and Apple Computer resisting recycling programs?  
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#### Making Inferences

4. What is one possible reason for a company such as HP to team up with environmentalists to urge their competitors to adopt recycling programs?  
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5. What can you say about the effectiveness of a partnership between environmental lobbyists and large corporations?  
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#### Critical Thinking

6. What are your future expectations in regards to electronic waste? Do you envision a growing number of recycling programs as discussed in the article? Explain your answer.  
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