

Chapter 23 Consumer Rights and Responsibilities

Section 23.1 Consumer Rights

Section Summary with Key Terms and Academic Vocabulary

Consumer Rights The U.S. Consumer Bill of Rights states that every person has seven basic consumer rights. The first four are the right to be informed, the right to choose, the right to safety, and the right to be heard. Since the bill was developed in 1962, three other rights have been added to it: the right to have problems corrected, the right to consumer education, and the right to service. As a consumer, you are protected if you buy a defective product or receive poor service. However, it is up to you to make sure that your rights are observed.

Key Terms _____

consumer rights Protections included in the Consumer Bill of Rights. They are: the right to be informed, the right to choose, the right to safety, the right to be heard, the right to have problems corrected, the right to consumer education, and the right to service.

consumer movement Movement to pass laws protecting consumers from unfair and unsafe business practices

product liability The legal responsibility that manufacturers have to make a safe product

bait and switch Sales tactic in which buyers are tempted by an advertised bargain but are then persuaded to buy a more expensive item instead

Academic Vocabulary _____

accurate Free from error, especially as the result of care

device A piece of equipment

resolved Cleared up, decided

scenario An account or synopsis of a possible course of action or events