

Chapter 23: Consumer Rights and Responsibilities

I-Summary: This chapter discusses the protections included in the Consumer Bill of Rights and the responsibilities that consumers have. Consumer rights include 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. Businesses are required to provide certain information about their products, such as contents or ingredients. Laws protect the competitive environment because competition provides choices, lower prices, and better quality for consumers. Product liability is the legal responsibility that manufacturers have to make a safe product. Consumers are responsible for staying informed and make good choices by reading labels, comparison shopping, reading consumer magazines, and questioning advertisements. Consumers have a responsibility to conserve resources and understand how their choices affect the environment. Other responsibilities include using products safely, speaking out when they are dissatisfied with a product or the policies of a company, and developing effective consumer skills.

I-Quiz

Quiz yourself to check your understanding. For each question, you will hear four answer choices. After you hear all four answer choices, choose your answer during the pause. Then you will hear the correct answer. Let's begin.

Question 1

Which would NOT be considered a consumer right?

- a. the right to a refund
- b. the right to be informed
- c. the right to choose
- d. the right to safety

Question 2

Which might hurt consumers?

- a. the consumer movement
- b. a lack of competition in the marketplace
- c. requiring manufacturers to provide key details about products
- d. antitrust laws

Question 3

Which term refers to the legal responsibility manufacturers have to make a safe product?

- a. consumer movement
- b. antitrust laws
- c. the right to have problems corrected
- d. product liability

Question 4

Which term means almost the same as *embargo*, a ban against the purchase of certain goods?

- a. competition
- b. price discrimination
- c. boycott
- d. waste

Question 5

Which is NOT considered a responsibility of consumers?

- a. making good choices
- b. using products safely
- c. learning consumer skills
- d. experimenting with new products

Answer Key

1. The correct answer is A, the right to a refund. Consumers enjoy the right to have problems corrected, but not necessarily to a refund in all cases where a product is defective.

2. The correct answer is B, a lack of competition in the marketplace. Competition creates choice, lower prices, and better quality; a lack of it can hurt the consumer.
3. The correct answer is D, product liability. Federal laws ensure that clothing, food, toys, and other items will not harm consumers. The U.S. Consumer Product Safety Commission enforces product-safety standards.
4. The correct answer is C, boycott. An *embargo* is a government-imposed prohibition against trade in certain goods; to *boycott* is to join with others in refusing to buy, sell, or use certain products. Both *embargoes* and *boycotts* are used to coerce others into changing or adopting new policies.
5. The correct answer is D, experimenting with new products. Responsibilities of consumers include keeping informed, making educated choices, using products safely, speaking out, and developing effective consumer skills.