

Business and Personal Finance © 2012

Chapter 13: Consumer Purchasing and Protection

Check Your Answers: Section Assessment

Section 2

Review Key Concepts

1. Defective products, poor quality, unexpected costs, deceptive pricing, unsatisfactory service, fraud.
2. Return to the place of purchase or service; contact company headquarters; seek consumer agency assistance; seek dispute resolution.
3. Small claims court—a judge settles disputes in a court. Class-action suit—legal action taken on behalf of all the people affected by the same injustice. Legal aid society—provides free or low-cost assistance.

Higher Order Thinking

4. Students may argue that they present an accurate portrayal. However, because they are made for television, the shows are likely edited to emphasize situations for entertainment value. Students may feel that the shows are educational or only entertaining.

English Language Arts

5. **Making Informed Decisions** Pamphlets will vary but should include: learn how the auction works; find out what the company or Web site does if there is a problem; learn about the seller by reading the feedback; be clear about payment and any additional costs; ask about delivery time and exchanges.

Mathematics

6. **Consumer Complaint** Purchase price = \$450; Trip 1 = $\$50 + (\$15.00 \times 2.5 \text{ hours}) = \87.50 ; Total cost trip 2 = $\$50 + (\$15.00 \times 1.5 \text{ hours}) = \72.50 ; Total cost = $\$450 + \$87.50 + \$72.50 = \610.00