

Chapter 32 Extended Product Features

Discovery Project Worksheet

Directions Complete the statements with the most appropriate term from the list of extended product features.

• Consumer Product Safety Commission	• disclaimer	• customer satisfaction
• express warranty	• affinity card	• credit
• limited warranty	• full warranty	• rebate card
• implied warranty	• lemon laws	• business credit

1. When there are no written warranties, _____ laws apply.
2. A(n) _____ is a credit card issued by banks to demonstrate a consumer's loyalty to a team, university, charity, business, or other organization.
3. A manufacturer who offers a(n) _____ agrees to repair a defective product within a reasonable time and without charge.
4. The _____ monitors the safety of more than 15,000 nonfood items, such as toys, appliances, and other products for use in the home, outdoors, sports, and recreation.
5. A(n) _____ contains exceptions to and exclusions from a warranty, and is used to limit damages that can be recovered by a customer.
6. Unlike consumer credit, _____ does not involve the use of a credit card.
7. A(n) _____ is explicitly stated, in writing or verbally, to encourage a customer to make a purchase.
8. _____ are statutes designed to protect consumers from poorly built cars.
9. It is common for a(n) _____ to specify that the manufacturer will pay for replacement parts but charge the customer for labor of shipping.
10. Features such as delivery, installation, billing, service after the sale, technical assistance, and training are added by product planners to boost _____.
11. A(n) _____ offers a reward or incentive to consumers who use them, such as airline miles or savings on gasoline purchases.
12. By extending _____ to its customers, a business provides a purchasing incentive an enhances its sales and profits.