**Consumer protection quiz**

1. **Why do consumers need protection?**

* Businesses understand how to manipulate customers’ behaviour; they try to control price and competition.
* Businesses usually meet all customers’ needs and therefore customers do not need protection.

1. **Without strong legal frameworks of protection how would businesses operate?**

* To be ethical and support customers.
* To maximize profits.
* To Reduce prices as much as possible.

1. **Which two of the following are regulations customers are protected against?**

* Competition and prices.
* Competition and contracts.
* Contracts and profits.

1. **What is the sale of goods act 1994?**

* Goods must be fit for purpose and at a saleable quality.
* Goods weights and sizes must be represented on the packaging.
* Goods and services must be sold at a low price.

1. **Which of the following goods has broken the sale of goods act 1994?**

* Apple iPhone has broken after 12 months of use.
* Apple iPhone screen is missing on the first day of purchase.
* Ford car has an oil leak after 3 years of use.

1. **The Sale of goods act 1994, applies to?**

* New and used goods.
* Used goods only.
* New goods only.

1. **What is the consumer credit act?**

* States that consumers can only buy on credit if they can afford it.
* States companies must display APR rates.
* States companies cannot sell on credit.

1. **What does APR stand for?**

* Annual percentage of retailers.
* Annual percentage of profits shared.
* Annual percentage rate of interest.

1. **When you buy goods on credit you are legally entitled to?**

* A 90 day cool off period.
* A 14 day cool off period.
* A 30 day cool off period.

1. **What is the trade descriptions act 1972?**

* Designed to protect customers from faulty items.
* Designed to prevent companies giving misleading descriptions.
* Designed to prevent companies from reaching a monopoly stage.

1. **What must you display on your packaging according to the trade descriptions act?**

* Size, Content, weight and price
* Size, competitors and APR rate.
* APR rate only.

1. **What does the distance selling regulation protect?**

* Customers who buy from retail stores only.
* Customers who buy online and over the phone only.
* All consumers.

1. **The distance selling regulations provides a customer with a?**

* 14 day cancelation period.
* 30 day cancelation period.
* 90 day cancelation period.

1. **Which of the following has broken the trade descriptions act?**

* Mars have displayed the weight and ingredients of the product.
* Galaxy have displayed the weight only on their product.
* Mars have displayed the weight, brand and ingredients of the product.

1. **What is the role of the financial ombudsman?**

* To step in when businesses have marked the wrong price.
* To step in when businesses and customers cannot settle a dispute.
* To step in when you have relationship issues.

1. **If the ombudsman makes a decision who must legally follow?**

* The company only.
* The consumer only.
* Both parties involved.

1. **What does the CMA stand for?**

* Competition and mergers authority.
* Competition and markets authority.
* Cancelation and markets authority.

1. **Who enforces the CMAs laws?**

* Trading standards and the police.
* Trading standards and Environmental health departments.
* Environmental health department only.

1. **Where are you most likely to find trading standards?**

* In Tesco shopping.
* In a local market or car boot sale.
* In Topshop.

1. **What is a cartel?**

* When a company imports illegal drugs.
* When two businesses collude on prices.
* When two companies compete on prices.

1. **Who investigates cartels?**

* CMA
* Trade descriptions authority
* Police.

1. **What did supermarkets used to do which was unethical?**

* Display sweets at the checkouts to attract parents.
* Display sweets at a lower level to attract children.
* Display sweets by the checkouts to attract children.

1. **What is subliminal advertising?**

* Advertising a product late at night.
* Advertising hidden messages

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