**Topic 2.6 Meeting Consumer Protection Laws: Starter Activity**



1. Why are there laws to protect customers when buying products in the UK?

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1. What are the three elements of the ‘Design Mix’

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1. What is the difference between ‘Quality Control’ and ‘Quality Assurance’?

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1. What does it mean by the term ‘Just in Time’?

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1. Read the information below:

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| **Sale of Goods Act Fact Sheet** |
| **Key Facts:*** Wherever goods are bought they must "conform to contract". This means they must be as described, fit for purpose and of satisfactory quality (i.e. not inherently faulty at the time of sale).
* If goods do not conform to contract at the time of sale, purchasers can request their money back "within a reasonable time". (This is not defined and will depend on circumstances)
* For up to six years after purchase (five years from discovery in Scotland) purchasers can demand damages (which a court would equate to the cost of a repair or replacement).
* In general, the onus is on all purchasers to prove the goods did not conform to contract (e.g. was inherently faulty) and should have reasonably lasted until this point in time (i.e. perishable goods do not last for six years).
* If a consumer chooses to request a repair or replacement, then for the first six months after purchase it will be for the retailer to prove the goods did conform to contract (e.g. were not inherently faulty)
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| **Trade Descriptions Act 1968** |
| Under the Trade Descriptions Act 1968, it is a criminal offence for a trader to make false statements about goods or services offered for sale.The description could be given:* In writing, for example in an advertisement;
* In an illustration, for example on packaging; or
* Given orally, for example by a salesperson.

The description itself covers a range of factors, including:* Quantity and size, for example, a 16 piece cutlery set that only has 12 pieces;
* Composition, for example, a leather suite made from faux leather;
* Method, place and date of manufacture, for example, shoes ‘made in Italy’ actually made in Taiwan;

A common example of giving a false description is the turning back of the mileage on a car’s odometer – known as ‘clocking’. It is an offence to ‘clock’ a car and it is also an offence to sell a ‘clocked’ car.**Penalties**If found guilty of an offence, a business (Directors, managers and other employees) could face an unlimited fine and two years’ imprisonment. |