

Design & Technology

A-Level

Consumer rights legislation

Multiple Choice

Materials required for questions

- Pencil
- Rubber
- Calculator

Instructions

- Use black ink or ball-point pen
- Try answer all questions
- Use the space provided to answer questions
- Calculators can be used if necessary
- Use a cross in the box to mark you answer



Advice

- Marks for each question are in brackets
- Read each question fully
- Try to answer every question
- Don't spend too much time on one question

Good luck!

Q1. Which of the following is not one of the principles of the Consumer Rights Act (2015)?

- A** The product must be as described ☐
- B** The product must be of satisfactory quality ☐
- C** The product should be fit for purpose ☐

Q2. Which of the following is an example of an increase in staff wage costs due to consumer legislation?

- A** Additional health and safety equipment required for new staff ☐
- B** Additional payments made to staff pension schemes ☐
- C** Additional staff required to carry out quality control tests on a new product ☐

Q3. Which of the following describes a situation where a business is not complying with the Consumer Rights Act (2015)?

- A** A showerproof coat is sold for a lower price than a waterproof coat ☐
- B** A waterproof mascara smudges when worn in the rain ☐
- C** A tent described as being waterproof does not let any water in ☐

Q4. Which of the following is a reason for a business to comply with consumer legislation?

- A

It will be less likely to receive returned goods and complaints from customers

☐
- B

It will be less likely to gain a good reputation

☐
- C

It will be more likely to face legal proceedings

☐

Q5. Explain the consumer rights act (2015) **(4 marks)**

Q6. Explain the Sales of Goods Act (1979) (3 marks)

Answers

Q1. C

Q2. C

Q3. B

Q4. A

Q5.

- Designed to ensure that all products must be of a satisfactory quality, that they are fit for purpose and as described by the retailer
- The legislation applies to all products including those that are provided digitally such as download software or are web based
- The legislation protects the consumer by requiring goods to be in full working order when bought, although the expected standard of the product is often linked to the price paid
- Products should be suitable for their intended use (waterproof jacket being waterproof)
- The legislation also allows consumers to have products repaired/replaced if they fail to meet the above criteria
- Some of these rights extend for the first 6 months of ownership

Any 4 of the points, stated and explained

Q6.

- This has largely been replaced by the Consumer Rights Act (2015), however it still applies to any goods bought before 2015
- Goods need to be as described, of satisfactory quality, and be fit for purpose
- Products must be suitable for everyday use, but also, for example, if a customer asks for a specific power supply for his laptop and this is agreed with the seller, then it must be suitable

The goods must be:

- As described
- Of satisfactory quality
- Fit for purpose

Any of the points, stated and explained