

# Design & Technology

## A-Level

# Consumer rights legislation

## Multiple Choice

### Materials required for questions

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- Pencil
- Rubber
- Calculator

### Instructions

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- 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

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- 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)? - bitesize

- 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? - bitesize

- 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)?- bitesize

- 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? - bitesize

**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

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**C** It will be more likely to face legal proceedings

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## Answers

**Q1. C**

**Q2. C**

**Q3. B**

**Q4. A**

**Q7.**

- 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

**Q8.**

- 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