**Design & Technology**

**Consumer rights legislation**

**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
* For the multiple choice questions, circle your 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)**

**Q7.** State **two** requirements of the Consumer Rights Act 2015 that relate to the purchase of products **(2 marks)**

**Q8.** Despite the use of quality assurance systems consumers still occasionally receive faulty goods. Discuss how consumer rights legislation provides protection to the consumers who receive faulty goods **(6 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 if 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

**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

**Q7.**

* Products must take account of the description of the goods/do what it says it will do (1)
* Products must meet a specified standard (1)
* The price of the products must be appropriate/relevant (1)

**Q8.**

* Consumer rights act
* Sale of goods act
* Goods should be fit for purpose including any specific purpose made known to the retailer at the time of purchase
* Goods should be what a reasonable person would consider to be satisfactory quality for the goods in question i.e higher expectations of luxury/high end products
* Goods should be as described, or as any sample shown at the time of purchase
* Does not apply if the buyer was aware of the defects at the time of purchase
* Consumer has rights/can claim against the retailer
* Remedies under the act include return and refund, repair, and replacement
* Defects are assumed to be present at the time of purchase if notified within six months
* Right to reject goods for a refund within 30 days if the criteria is not met
* After 30 days the retailer has the choice of repair or refund
* Defects are assumed to be present at the time of purchase if notified within six months unless proved otherwise by the retailer
* Can make a claim within the first six years
* Special rules apply to digital content
* Also covers delivery rights services an unfair contract terms