

Past Paper Questions for Chapter 2

- (a) Sale of Goods and Supply of Services Act 1980
- (b) Consumer Protection Act 2007 and Competition and Consumer Protection Commission (CCPC)
- (c) Small Claims Procedure/Court & Ombudsman for Public Services

Chapter 2

(a) Sale of Goods and Supply of Services Act 1980

2014 Q1 (C)

Outline a consumer's legal rights under the terms of the *Sale of Goods and Supply of Services Act 1980* with reference to any three of the following:

- (i) Merchantable Quality (ii) Guarantees
(iii) Signs limiting consumer rights (iv) Unsolicited Goods (20 marks)

(i) Merchantable Quality

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(ii) Guarantees

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(iii) Signs limiting consumer rights

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(iv) Unsolicited Goods

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2011 Q1 (B)

(i) Discuss the rights of consumers under the terms of the Sale of Goods and Supply of Services Act 1980.

(ii) Illustrate two forms of redress available to consumers for breach of the Act. (30 marks)

(i) _____

(ii)

E.g. _____

E.g. _____

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2017 Q1 (C)

Read the information supplied and answer the questions which follow.
Samsung Electronics abandoned its Galaxy Note 7 smartphone after customers reported that phone batteries were prone to catching fire.

Source: adapted from Irish Independent, October 2016

- (i) Name the act which protects consumers who purchased the Samsung Galaxy Note 7.
- (ii) Outline three provisions of the act regarding a consumer's statutory (legal) rights in relation to the Samsung Galaxy Note 7.

(i) _____

(ii)

2020 Q1 (B)

Explain a consumer's legal rights under the terms of the Sale of Goods and Supply of Services Act 1980, with reference to any **three** of the following:

- | | |
|-----------------------------------|--------------------------|
| 1. Services | 2. Guarantees |
| 3. Signs limiting consumer rights | 4. Merchantable Quality. |

(20)

MS: 2 x 7m (4+3) 1 x 6m (3+3)

1. Services:

2. Guarantees:

3. Signs limiting consumer rights:

4. Merchantable Quality:

2018 – Q1 Short

Q1 Fill in the appropriate words to complete each of the following statements.

- (i) R_____, replacements and repairs are forms of redress available to a consumer under the Sale of Goods and Supply of Services Act 1980.
- (ii) The _____ provides a solution to consumer conflicts and can award compensation up to €2,000.
- (iii) The term merchantable quality in consumer law implies that consumer products are of a reasonable quality having regard to their _____.
- (iv) The _____ is responsible for investigating, enforcing and encouraging compliance with consumer law.
- (v) The Sale of Goods and Supply of Services Act 1980 states that all providers of services will supply a service with _____.

*The Business Guys***2021 Q1 (B)**

Evaluate the role of the Competition and Consumer Protection Commission (CCPC). (20m)

2016 Q1 (C) (also 2012)

Evaluate the functions of the CCPC with regard to protecting the interests of consumers. (20m)

Evaluation: in my opinion

SAMPLE LC Q

The Consumer Protection Act 2007 was set up to help better inform and to protect consumers from unfair practices by businesses in Ireland.

Outline how the main provisions as set out in the Consumer Protection Act 2007 to protect consumers in relation to retailers actions around:

- (i) Claims made by the seller about the good/service
- (ii) Advertising Practices
- (iii) Prices
- (iv) Pricing Displays

(20 marks)

(i) Claims made by the seller about the good/service

(ii) Advertising Practices

(iii) Prices

(iv) Pricing Displays

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2010 Q1 (B)

Evaluate the role of each of the following in protecting consumers:

- (i) The Small Claims Court.
- (ii) The Office of the Ombudsman for Public Services. (20 marks)

(Also 2013 Q1 (B) - Evaluate any two of the following legislative approaches to solving conflict: (i) Small Claims Court.)

(Also 2019 Q1 (C) - Evaluate the Small Claims Procedure for resolving conflict. (15 marks)

(i) The Small Claims Procedure/Court

Evaluation: in my opinion

(ii) The Office of the Ombudsman for Public Services

Evaluation: in my opinion
