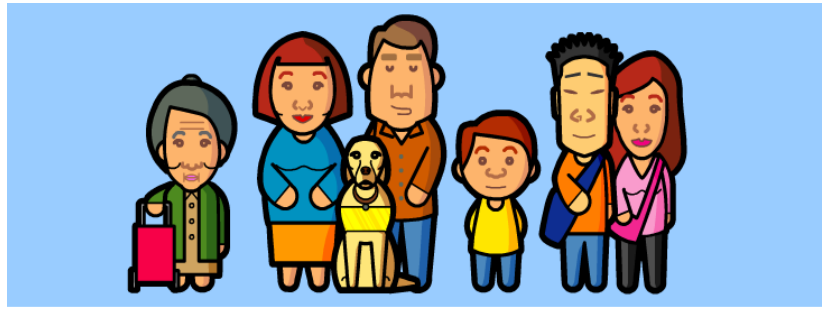


Shop Around Summer Quiz Answers



Q.1 Sophie is shopping for shoes online on a website she has never used before. What two things should Sophie look out for on the website to ensure it is secure?



1. _____

2. _____

Q.2 Peter has bought a pair of sunglasses for his summer holiday. When he arrives home he realises they are badly scratched. How many days does he have to ask the store for a full refund?



_____days

Q.3 John bought a new football shirt at the weekend. The team he supports lost the match and he decided he didn't want the shirt anymore. By law, can the shop refuse to give John his money back because he changed his mind?



A) No, the shop cannot refuse to give John his money back if he changes his mind and brings the shirt back within a few days.

B) Yes, the retailer can refuse to give him his money back if he simply doesn't like what he has bought.

C) Maybe, it depends on the shop and the item.

Q.4 Oliver downloaded the latest interactive game but it is faulty and keeps jumping! Does he have any rights?



A) No, it is best to try downloading the game again.

B) Yes, when you download a game or any other digital content, you have the same protection rights as if you bought it from a shop.

C) No, you have no rights because you can't prove to the seller that the game is faulty.

Q.5 Lauren ordered a personalised mug online for her friend's birthday but when it arrived she realised that she spelt the name wrong. Can she return the mug?



A) Yes, she can get a replacement with the name spelt correctly.

B) No, Lauren cannot return a personalised gift unless it is faulty.

C) Yes, she can return the mug and get a refund because it is too late to buy a new one before the party.

Q.6 Tom's tablet has stopped working outside the one year warranty period. What are his consumer rights?

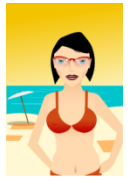


A) His warranty has expired therefore he has no rights.

B) The shop might decide to fix the tablet if Tom makes a big enough fuss.

C) A warranty period has absolutely nothing to do with Tom's consumer rights. The law protects you for up to six years if it is reasonable to expect the item to last that long so Tom can ask for a repair or replacement.

Q.7 In the local shop, Rachel sees a designer bikini priced at £15. She is so happy and decides to buy it for her trip to Spain. When she gets to the checkout the assistant tells her that unfortunately there has been a mistake and the bikini actually costs £35. Is Rachel entitled to the bikini at the marked price of £15?



A) Yes the shop must sell the ticket at the price displayed.

B) No, Rachel cannot insist the shop sells her the bikini at £15.

Q.8 Sarah buys a new dress which has been reduced in price due to a stain. She thinks that her mum will be able to get the stain out, but when she takes it home they have no luck removing it. Can Sarah return the dress?



A) Yes as the item is not of satisfactory quality.

B) No as Sarah knew about the stain and therefore has accepted the fault when purchasing the dress.

C) Sarah cannot get a refund but she can get a credit note to spend on something else in the shop.

Q.9 Mike's dad bought a BBQ for a summer party with his debit card. When they get home they discover the BBQ has a wobbly leg but they can't find the receipt to take it back to the shop. What else may be used as an alternative to a receipt?



A) The box from the shop.

B) His bank statement.

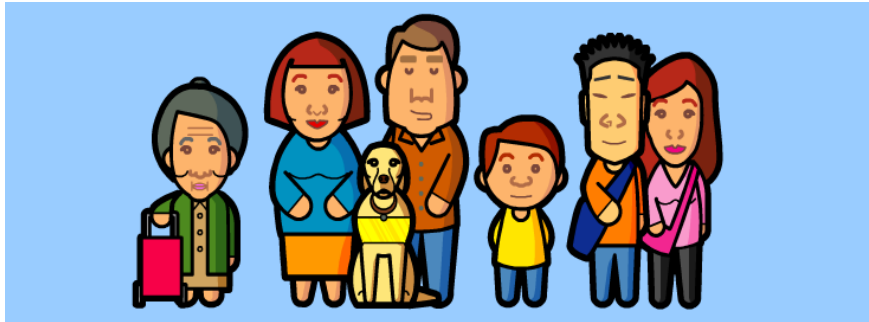
Q.10 Becky and Mark took their dog to get groomed. The dog's coat looked awful as it had a big bald patch. Becky and Mark were very unhappy. What are their consumer rights?



- A) They don't have consumer rights because it is a dog.
- B) Even if they don't like the dog's haircut they must pay as normal because the service has been performed.
- C) The law states any service must be performed with reasonable care and skill. As this was not the case Becky and Mark are entitled to a reduced price.

ANSWERS BELOW

Shop Around Summer Quiz



- Q.1** Sophie is shopping for shoes online on a website she has never used before. What two things should Sophie look out for on the website to ensure it is secure?



The website begins with https
Padlock symbol in the browser bar

- Q.2** Peter has bought a pair of sunglasses for his summer holiday. When he arrives home he realises they are badly scratched. How many days does he have to ask the store for a full refund?



28 days

- Q.3** John bought a new football shirt at the weekend. The team he supports lost the match and he decided he didn't want the shirt anymore. By law, can the shop refuse to give John his money back because he changed his mind?



Yes, the retailer can refuse to give him his money back if he simply doesn't want what he has bought. Some shops may offer a refund or gift receipt as a gesture of goodwill.

It is always a good idea to ask about the refunds policy before you buy.

Q.4 Oliver downloaded the latest interactive game but it is faulty and keeps jumping! Does he have any rights?



The Consumer Rights Act 2015 now gives shoppers the same rights when downloading digital content as if they bought from a shop.

Once it has been established that the download is faulty the retailer must offer a refund or replacement. They will also be liable for any damage caused to the consumers' device.

Q.5 Lauren ordered a personalised mug online for her friend's birthday but when it arrived she realised that she spelt the name wrong. Can she return the mug?



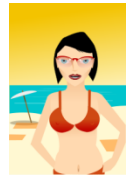
No, Lauren cannot return a personalised gift unless it is faulty. However if item was faulty, she could return the item and ask for a repair/replacement or her money back.

Q.6 Tom's tablet has stopped working outside the one year warranty period. What are his consumer rights?



A warranty period has absolutely nothing to do with Tom's consumer rights. The law protects you for up to six years if it is reasonable to expect the item to last that long, so Tom can ask for a repair or replacement.

- Q.7** In the local shop, Rachel sees a designer bikini priced at £15. She is so happy and decides to buy it for her trip to Spain. When she gets to the checkout the assistant tells her that unfortunately there has been a mistake and the bikini actually costs £35. Is Rachel entitled to the bikini at the marked price of £15?



No, Rachel cannot insist the shop sells her the bikini at £15. It is the shops decision whether or not they will sell something. Sometimes shops may not want to sell items because they are part of the display or, as in this case, someone has marked them with the wrong price.

However, if the shop regularly marks the wrong price on their goods and then tries to sell these at a higher price, the consumer can report them to Trading Standards.

- Q.8** Sarah buys a new dress which has been reduced in price due to a stain. She thinks that her mum will be able to get the stain out, but when she takes it home they have no luck removing it. Can Sarah return the dress?



Sarah is not entitled to anything. As the fault was clearly indicated Sarah bought the dress at a reduced price, she is knowingly taking a risk that the stain might not come out when washed.

- Q.9** Mike's dad bought a BBQ for a summer party with his debit card. When they get home they discover the BBQ has a wobbly leg but they can't find the receipt to take it back to the shop. What else may be used as an alternative to a receipt?



A bank statement will act as proof of purchase!

Q.10 Becky and Mark took their dog to get groomed. The dog's coat looked awful as it had a big bald patch. Becky and Mark were very unhappy. What are their consumer rights?



The law states any service must be performed with reasonable care and skill. As the service cannot be performed again (Because the dog would be totally bald) then Becky and Mark are entitled to a reduced price.