

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

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)

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

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- This has largely been replaced by the Consumer Rights Act (2015), however it still applies to any goods bought before 2015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 and unfair contract terms