

Business and the Consumer – Ordinary Level

Ciara bought a ride-on lawnmower from Quality Lawnmowers Ltd for €2,500. The first time she tried to cut the lawn, the blades did not work on the lawnmower. She contacted Quality Lawnmowers Ltd. (40m)(LCOL 2005 – Q1(a))

(i) *Name the law that protects the consumer in this case.* (10m)

Answer: The **Sale of Goods and Supply of Services Act 1980**
5 'points' at 2 marks each = 10 marks.

(ii) *Explain Ciara's legal rights and the duties of Quality Lawnmowers Ltd.* (20m)

Answer: 4 points needed at 5 marks each from the list below.
Must include one duty of the shopkeeper.

Rights:

- Merchantable quality – reasonably quality for the price
- fit for purpose – must do what it is supposed to do
- as described – must do what the seller, the packet or the label says it should do
- as per sample – if sold by sample (e.g. wallpaper), must match the sample.

Duties of the Shopkeeper:

- must put things right for the consumer
- should refund, replace or repair, if faulty.

(iii) *Outline **one** legislative (non-legal) method of solving the above problem.* (10m)

Answer: **Explain** the problem to the shop manager **and ask** for a refund, repair or replacement
= 10 marks.