

The Consumer

The Sale of Goods and Supply of Services Act 1980

Goods must

- be of Merchantable Quality
- be fit for their normal purpose
- be as described
- conform to sample

A person supplying a service must have the necessary skills and qualifications.



A person who buys goods and services for their own use.

Characteristics of a Good Consumer

- draft and stick to their budget
- shop around to get value for money
- know their rights under consumer law
- keep receipts and guarantees safely filed
- avoids **impulse buying**

A consumer with a valid complaint is entitled to redress

Repair, Replacement, Refund or Credit Note

The consumers choose which form of redress they wish to accept

Buying on the spur of the moment without planning. Leads to overspending and deficits. Can be avoided by using a shopping list.

Non-Valid Complaints

- Change of mind
- Fault caused by misuse
- Goods not returned in a reasonable time
- Flaws in product pointed out at time of sale

False Economy - buying an item which appears to be a bargain but turns out to be more expensive in the long term.

Caveat Emptor - Let the Buyer Beware

Agencies

- Small Claims Procedure – €15 fee, claims up to €2000
- Consumers Association of Ireland - gives advice and reviews goods and services
- National Consumer Agency - investigates offences and enforces consumer law
- State Ombudsman - complaints against government departments and state agencies
- Trade Associations - represent particular industries e.g. Irish Travel Agents Association

Why Consumers need protection

- Faulty, damaged, poor quality or unsafe goods
- Traders making false claims re price
- False advertising and misleading information
- Aggressive selling techniques



"Mindmapperz"

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