

Chapter 7 - Workbook Solutions

Rights and Responsibilities of Consumers (Learning Outcome 1.7)

Rights When Buying Goods in a Shop

Q1 Covered or not covered under the Consumer Rights Act 2022:

Situation	Covered / Not covered + reason
A toaster bought in a sale stops working after three days	Covered - sale goods carry full rights; not of expected quality.
The sole comes away after one week of normal use of new school shoes	Covered - not of expected quality / not durable.
Debbie decides the colour does not suit her after buying a new coat	Not covered - change of mind; the coat is not faulty.
A blender described as "dishwasher safe" is damaged in the dishwasher	Covered - not as described.
A second-hand bike bought from a neighbour; the brakes fail the next day	Not covered - a private sale between individuals.
A second-hand lamp bought from a charity shop does not work the next day	Covered - a charity shop is a trader, so second-hand goods still carry rights.

Q2 Darragh's phone charger stops charging after two days.

(i) The Consumer Rights Act 2022. (ii) The charger was not of expected quality / not fit for purpose. As it is faulty within 30 days, Darragh is entitled to redress - a full refund (or a repair or replacement).

Q3 Jack drops and cracks his new headphones, then claims they arrived broken.

Not Entitled.

Jack damaged the headphones himself, so there is no fault on the trader's part. Consumers also have a responsibility to be honest and not make false claims.

Rights When Paying for a Service

Q4 Aoife pays a carpenter €1,800; two doors are crooked and a drawer will not open.

Yes - she is entitled to redress. The service was not carried out with proper skill and care, so she can seek a repair (or a price reduction).

Q5 Cillian asks for a number-two haircut, gets exactly that, then prefers it longer.

Not Entitled. The service was carried out properly and as asked. Changing his mind afterwards is not covered.

Q6 A plumber is paid to fix a leaking tap but leaves it leaking worse.

Entitled. The service was not carried out with proper skill and care, so the consumer can seek redress.

Rights When Shopping Online and for Digital Content

Q7 Layla orders runners from an Irish website - two online rights.

Right 1: A 14-day cooling-off period - so she can cancel and return the runners with no reason needed even if it is not faulty.

Right 2: The right to clear information before buying - the seller must give the full price including delivery and their contact details before she commits.

Q8 Daniel pays €9.99 a month for a music streaming subscription (a digital service).

The service must be as described and fit for purpose, and be kept up to date - the trader must provide the updates needed to keep it working properly.

Q9 A consumer rents and downloads a film, watches it, then asks for a refund for not enjoying it.

Not covered. By choosing to watch it immediately the cooling-off period no longer applies, and the film was as described, so there is no legal right to a refund.

Q10 Niamh buys jeans in a shop and changes her mind; her brother buys the same jeans online.

- (a) Not entitled. The jeans are not faulty, so there is no legal right to a refund for a change of mind on an in-store purchase.
- (b) Her brother bought online, so he has a 14-day cooling-off period and can return them for a refund even though he simply changed his mind.

Q11 Saoirse gets a free two-year guarantee and is offered an extended warranty – explain the difference.

Guarantee: a promise (usually free) from the manufacturer or retailer to repair or replace a faulty product within a set period, on top of legal rights.

Warranty: similar protection, but usually sold as an add-on for extended cover.

The Consumer Protection Act 2007

Q12 An influencer promotes an energy drink without saying they were paid.

- (i) The Consumer Protection Act 2007.
- (ii) The CCPC (Competition and Consumer Protection Commission).

Your Responsibilities as a Consumer

Q13 Why each responsibility is important:

Responsibility	Why it is important
Keeping receipts	A receipt is proof of purchase, needed to make a complaint or seek redress if something goes wrong.
Shopping around	Comparing prices and reviews helps the consumer get the best value and avoid overpaying.
Being honest	Making a false claim to get a refund is illegal; consumers must not make false claims.
Thinking before you buy	Reading the small print and terms (caveat emptor) means you understand what you are agreeing to before you commit.

Q14 Shopping safely online for a games console.

- (i) Reading reviews verifies the seller and product are trustworthy before buying, reducing the risk of a scam or poor quality.
- (ii) Any two: check the site is secure (padlock / https) to protect personal data; use a secure payment method (PayPal / credit card) to reduce fraud risk; check the total price including delivery to avoid unexpected costs.

Keyword Recap - Fill in the Blanks (Answer Key)

Sentence	Answer
A _____ is a business or person that sells goods or services as part of their work.	TRADER
_____ means putting things right for the consumer, eg a refund, repair or replacement.	REDRESS
A good must be _____, meaning it does what it is supposed to do.	FIT FOR PURPOSE
A good must be _____, meaning it matches the description the seller gave.	AS DESCRIBED
A good must be of _____: safe, durable and of the standard you would reasonably expect.	EXPECTED QUALITY
When shopping online, a consumer has a 14-day _____-_____ period to cancel and return goods.	COOLING-OFF
A _____ is a promise, usually free, to repair or replace a faulty product within a set period.	GUARANTEE
A _____ is similar but is usually sold as an add-on for extended cover.	WARRANTY
The Latin phrase _____ means "let the buyer beware".	CAVEAT EMPTOR
The Consumer Protection Act 2007 protects consumers from false or _____ advertising.	MISLEADING
False or misleading advertising can be reported to the _____.	CCPC