

Consumer Quiz

1: You have a three day's "cooling off period" to cancel the following contracts: (Y/N)

- a) Door to door sales
- b) Health club membership
- c) New car purchase
- d) Major appliance purchase
- e) Telephone sales

2: If the following items are found to be defective at, or very near the time of purchase you: A) Can demand your money back B) Must allow the item to be repaired. (answer A or B for each below)

- a) New car
- b) Toaster
- c) Floor model TV
- d) Replacement windows.

3: If you order something through the mail and five weeks later it has not arrived, can you cancel the order and get a refund? (Y/N)

4: If you buy a sweater and it doesn't fit, can you take it back and get your money? What if you lost the receipt? (Y/N)

5: If a Drycleaner ruins your best coat, can you expect an insurance claim form and quick settlement from the merchant? (Y/N)

6: If you purchase goods over the telephone or by mail it is best to use the following method of payment:

- a) Cash
- b) check
- c) Credit Card

7: If a Merchandise is sent to you and you did not order it, you:

- a) Must send it back by registered mail
- b) Can keep it and not pay the bill

8: If a product has been endorsed by a celebrity should you be more confident that it is a good one? Y/N

9: If you voluntary give out your credit card number over the phone are you stuck with the purchase? Y / N