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 voluntarily give out your credit card number over the phone are you stuck with the purchase?  Y / N