

Quiz Answers

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

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| a) Door to door sales | YES |
| b) Health club membership | YES |
| c) New car purchase | NO |
| d) Major appliance purchase | NO |
| e) Telephone sales | NO |

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

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

3 – YES. Federal Mail Order Rule calls for four weeks maximum unless given notice prior to purchase that it will take longer than four weeks.

4 - YES. Unless the store had a clear and conspicuous sign that said final sales, no returns. But, the store policy may require that you only get store credit to buy something else, especially if you do not have a receipt.

5 - NO. They don't have insurance coverage, usually, but do have a duty to give you the replacement cost of the garment, less depreciation i.e. 3 months old means 100% value but 3 years may only mean 50% value. Most Dry Cleaners do not quickly accept responsibility and others claim it was a pre-existing condition or a manufacturing flaw.

6 – Credit Card. Your credit card company can cancel, charge and retrieve payment electronically from a merchant if goods never arrive.

7- You can keep it (Because it was unsolicited and not an authorized shipment so it can be viewed legally as a “gift”)

8 – NO. There are many generously paid “pitchmen” for products and there is no reason to believe they only agreed because they really tested the quality of the product personally or evaluated the ethics of the merchant.

9 – NO. If you receive nothing or refused (or returned) the package because you believe the sale was misrepresented to you, your credit card company can electronically retrieve or “chargeback” their payment to the merchant and credit your account.