

Name: _____

Group: _____

Shopping: What Are Your Rights?

1. The Enchanted Puppet Theatre distributes pamphlets advertising a children’s show to many people, including children under the age of 13.

**2. A company sells herbal tea called “Maximum Height”.
Their online advertising promises that people who drink it every day will grow at least two inches taller in two weeks.**

**3. Rebecca buys a dress from a Quebec online store.
She receives the dress by mail but is horrified to discover that her mother already has the same one! Rebecca wants to return the dress and get a refund. The store refuses to give her a refund because their policy is to only give refunds when there’s something wrong with a product.**

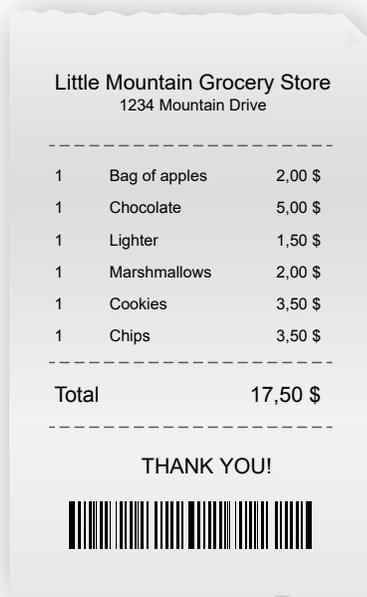
Scenario 1

You're going camping with your friends. On the way there, you buy ingredients for s'mores so that you can make this campfire treat for your friends. You also buy a few snacks for the road. The store posts the following prices for these items:

(All prices include tax)



You pay for your items with a \$20 gift card from the store. You want to receive the remaining balance in cash. Is this possible? Why or why not?



When you arrive at the campsite, your friends want to pay you for their share of what you bought. So, you check the receipt and realize there's a mistake.

Fortunately, you noticed the Accurate Pricing Policy sign in the store.

You will be passing by the same store on your way back home. How much money should the store refund you? Why?

Scenario 2



Carmen has saved up \$500 by working at the café by her school. She decides to buy new headphones from the SoundPlus store. Carmen's mother has a Banana brand computer that has worked well for almost seven years, so Carmen decides to buy Banana brand headphones for \$299.

At the checkout, the cashier tells Carmen that she has made an excellent choice and that she can even have the headphones repaired for free by Banana if they stop working in the next year. Carmen just has to contact Banana and they will take care of it.

The cashier then explains that the SoundPlus store has an unbeatable offer for customers who buy these headphones. For only \$180 more, Carmen can get them replaced at no cost if they stop working for any reason within three years. The cashier insists that this is an excellent offer, because otherwise, there will be nothing Carmen can do if the headphones stop working after one year (when Banana's warranty ends).

Carmen is unsure but doesn't want to miss out on a good opportunity, especially since she doesn't always take great care of her belongings.

a) What are the names of the two warranties that the cashier mentioned?

b) Name one mistake the cashier made.

c) Do you think Carmen should take advantage of this offer? Why or why not?

Examples of arguments in favour of buying the extended warranty. Yes, Carmen should take advantage of this offer because...

Examples of arguments against buying the extended warranty. No, Carmen should not take advantage of this offer because...

Scenario 3



Leah bought a laptop from a major electronics store. There was no manufacturer's warranty available and she declined the extended warranty. After only two months of normal use, her laptop won't start anymore! Leah brings it to the store to get it repaired.

Will she be able to get it repaired for free? Why or why not?

As she leaves the store with her repaired laptop, Leah trips and falls. The laptop hits the sidewalk and the screen cracks. Disappointed because she just got the laptop repaired, Leah goes back into the store to see if she can have it repaired again or exchange it for free.

Will she be able to have it repaired for free this time? Why or why not?

Scenario 4

On September 15, 2021, Ezra's grandparents bought him an EL brand cell phone from Fall-T-Phones. Even though Ezra takes very good care of the phone, it stops working for no reason a year and ten months later. Luckily, Ezra kept the packaging just in case. He checks it to see if either EL or Fall-T-Phones will repair the cell phone. He finds a seven-page document that explains the warranty in detail. Ezra learns that EL's warranty to replace or repair the phone at no cost only applied for one year. He goes to an EL store anyway to see if he has any other options for getting the phone repaired. After all, it stopped working for no reason after only a year and ten months!

When he gets there, an EL employee explains that EL doesn't have to repair or replace the cell phone: the one-year protection period is over, and besides, the cell phone has worked for a reasonable amount of time. The employee also says that Ezra probably broke the phone.

Has Ezra lost all chance of having his cell phone repaired or replaced at no cost? Why or why not?