

Student Handout

Consumer Rights

- The right to safety and protection from hazardous goods or services.
- The right to be informed and protected against fraudulent, deceitful or misleading practices, and to have access to accurate information and facts needed to make informed choices and decisions.
- The right to choose and have access to a variety of products and services at fair and competitive prices.
- The right to be heard, and to express and represent, consumer interests in the making of economic and political decisions.
- The right to consumer education, and to become a skilled and informed consumer capable of functioning effectively in the marketplace.
- The right to redress and to be compensated for misrepresentation, shoddy goods or unsatisfactory services.

Consumer Responsibilities

- The responsibility to be aware of and alert to, quality and safety of goods and services before you buy.
- The responsibility to think independently and make decisions on real needs and wants.
- The responsibility to speak out and complain and inform businesses and other consumers in a fair and honest manner of your dissatisfaction or satisfaction with a product or service, and to communicate to manufacturers and governments your expectations of the marketplace.
- The responsibility to be an ethical consumer by not engaging in dishonest practices, which cost all consumers money.
- The responsibility to respect the environment to avoid waste, littering and contributing to pollution.

(Source: Consumer Protection Branch, Saskatchewan Justice.)

http://www.sasked.gov.sk.ca/docs/social/law30/unit06/06_01_sh.html