



## Using consumer laws

### Purpose

This section develops the students' understanding of the key features of two consumer laws. This gives students the knowledge (for use now and in the future) that when they have a consumer problem they have the legal right to get the problem solved by seeking a suitable remedy (or solution to the problem).

The activity is not designed to make students familiar with the names or legal content of each law, but to develop the concept that there are consumer laws that offer consumers and businesses protection.

### Learning intention for students

#### *We will:*

- recognise that there are laws to protect the consumer and explore situations when these laws apply.

### How will we know we have done these things?

#### *We will be able to:*

- describe at least three scenarios and explain what rights the consumer has in those situations
- explain why we need consumer laws and describe what would happen if there were no consumer laws.

### Background information

The main ideas explored in Section 3 are:

- Consumers have rights that are protected under New Zealand consumer law.
- Consumers can expect that the information provided with goods and services is accurate.
- Businesses can be prosecuted if they break the Fair Trading Act by making false or misleading statements (eg, in advertising) about their goods or services (Fair Trading Act).
- Consumers have the right to a guarantee that goods they purchase will be of an acceptable standard (Consumer Guarantees Act).
- Consumer law provides a remedy for consumers when goods and services are not of acceptable standard (quality, safety, durability).
- Consumer law does not require businesses to be responsible for providing a remedy where consumers have abused or misused goods leading to their failure to be of acceptable quality.

