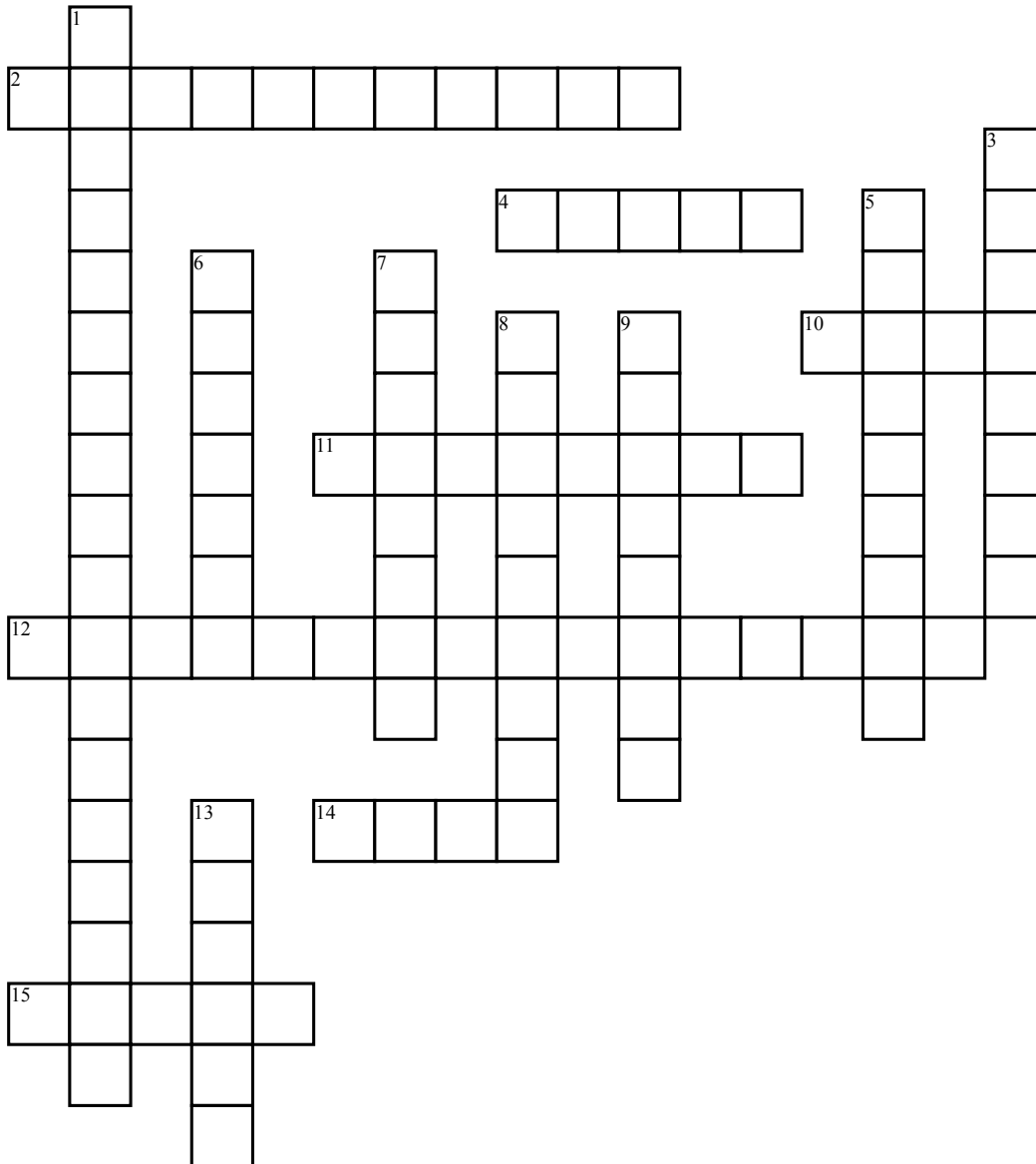


Name: _____

Date: _____

Consumer Protection Laws



Across

2. A law that protects consumers of products this helps solve disputes.

4. Formally request or demanded of something that one owns or has earned.

10. Set up to resolve minor cases in specific areas in a less expensive manner than court.

11. A written guarantee issued to the purchaser of an article by its manufacturer, promising to repair or replace it if necessary within a specified period of time.

12. An outcome or repayment for a consumer made by the retailer if a contract is violated.

14. Having no legal effect, not legally enforceable.

15. Items for sale or use which are normally used for later consumption.

Down

1. A cover for purchases and faulty goods.

3. A binding agreement.

5. A swap of a good for a replacement or new product.

6. The return of a paid sum of money.

7. A person or business that sells goods to the public in relatively small quantities for use or consumption rather than for resale.

8. A term used for theft committed using a payment card such as a VISA card.

9. A person or organization that uses a commodity or service.

13. A sum of money that a bank makes available to a person to use and then pay back at a later date.