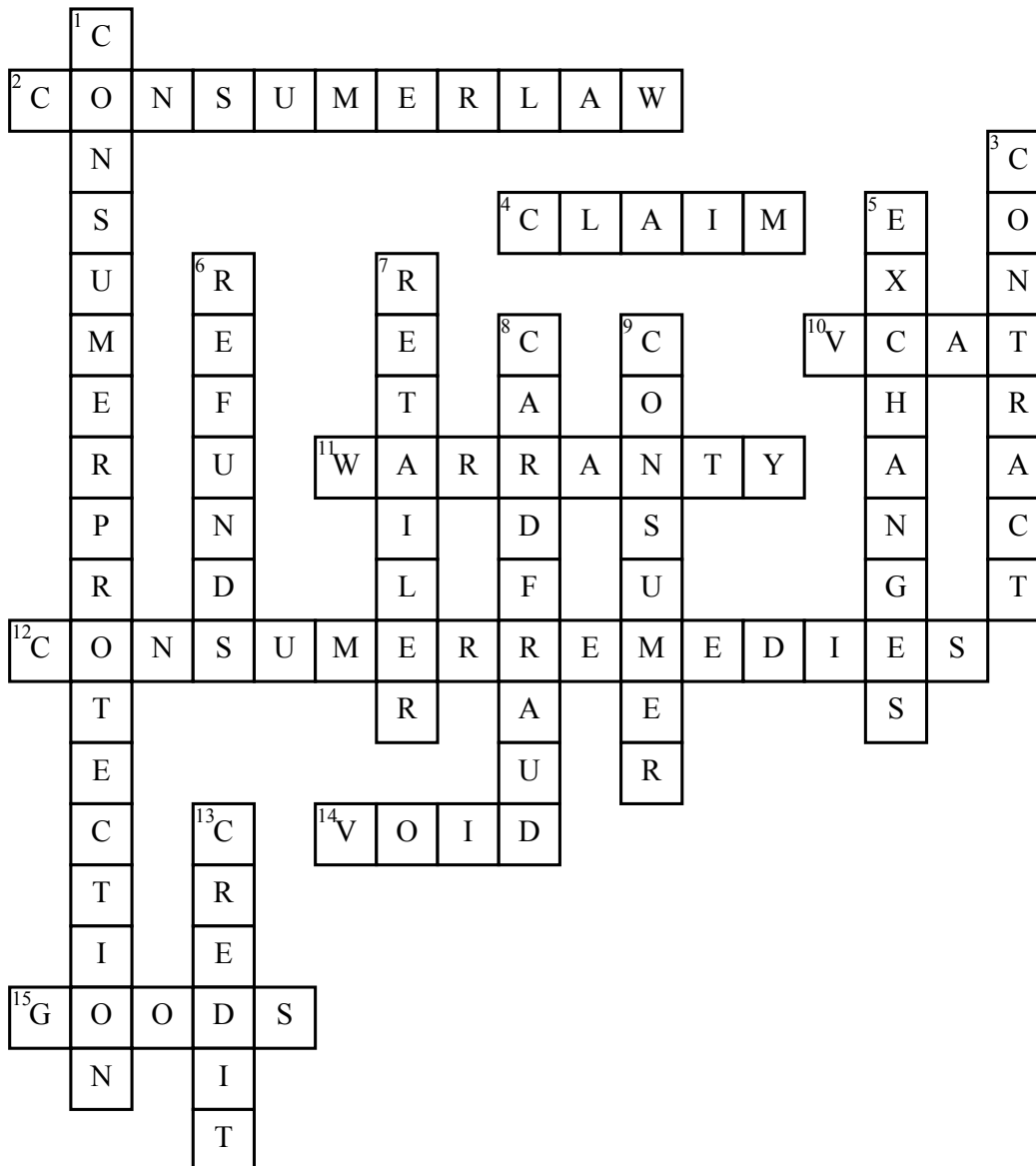


Consumer Protection Laws



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.