

Consumer Behavior

Oral Test

Five Basic Rights of Consumers

Name.....

1. **The right to safety** – means that the products they purchase must be safe for their intended use.
2. **The right to be informed** – means that consumers must have access to complete information about a product before they buy it.
3. **The right to choose** – means that consumers must have a choice of products offered by different sellers.
4. **The right to be heard** – means that sellers will listen and take appropriate action when consumers complain.
5. **The right to service** – means that consumers have an equal right to service and responsiveness of sellers.