Spotlight 8

# Reading
# Task 8227

***Read the texts and select the best heading to each paragraph.***
***There are two headings you don't have to use.***

## *Don't let retailers take you for a ride! Wise up and shop smart!*

**A** It has happened to most of us. You buy something such as a video camera. You get it home, take it out of the box and try to turn it on. It doesn't work. You take it back to the shop you bought it from, but they refuse to give you a refund. What are your consumer rights? Most people have no idea and many shops count on this to take advantage of them. So what are you waiting for? Become a smart shopper and learn your rights!

**B** If you change your mind about an item and want your money back, you can get it! Under the UK Sale of Goods Act 1979, all shoppers are entitled to reject an item that is not of 'satisfactory quality'. Timing plays an important role in what you are entitled to. If you still have your receipt, you can usually get a full refund within four weeks from the date of purchase. After this time frame however, you are not entitled to a refund unless the item is faulty or fails to last a reasonable length of time.

**C** According to the Sale of Goods Act 1979, a product must not only be satisfactory in quality, but also as described. That is to say if a package or sales assistant claims something about a product then it must be true, otherwise it is considered defective. For example, if a DVD player claims to play all types of DVDs but you discover that it doesn't, then you have the right to a full refund.

**D** Many shops claim they have a "no refunds policy" and will offer shop credit instead. This however has no actual legal standing and the law cancels out any shop's policy. It doesn't matter how many notices are put on display. It's up to the consumer to decide whether they want shop credit or their money back.

**E** When most people buy an item abroad and it turns out to be faulty, they think that there is little they can do about it. However, if the item was purchased by credit card and cost over £100 then UK customers have the right to make a claim against their card company. This right is detailed under the Consumer Credit Act 1974, which holds the card company partially liable for any breaches of contract between the trader and consumer. So, the next time you're on holiday, bear this in mind.

**F** Some shops will try to direct you to the manufacturer of an item when it turns out to be faulty. But under the law, your sales agreement is with the shop, not the manufacturer. Therefore, the shop must honour the refund. If the shop refuses, contact the manager and explain your rights. Most likely, they will return your money once they realise that you know your rights. So now that you are an informed consumer you have nothing to fear! You can shop easily knowing you are protected. Happy shopping!



**Give me my money back!**

1. FALSE ADVERTISING
2. DON'T BELIEVE THE SIGN
3. RAPID RETURNS
4. INTERNATIONAL SHOPPER
5. PROOF OF PURCHASE
6. WHERE THE RESPONSIBILITY LIES
7. ORDERING ONLINE
8. GET TO KNOW THE LAW

| A | B | C | D | E | F |
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LIVEWORKSHEETS