**Consumer Rights and Responsibilities**

1. In each of the following examples, state whether there has been a breach of the Competition and Consumer Act.

a) A company advertises a particular brand of television and states that it is at a cheaper price than a competitor. This statement is false.

b) A company advertises jumpers and claims that they are made in Australia when in fact they are made in China.

c) A company advertises that a special deal is for one week when it in fact it plans to extend it for two months.

2. Explain the rights and responsibilities of consumers in each of the following situations.

a) Jan purchased a new sleeping bag. The washing instructions read ‘hand wash in mild detergent and warm water’. When the sleeping bag was washed according to these instructions it appeared to shrink and lose its colour.

b) Chris purchased a new tie from a speciality store close to his work. On returning to the office he noticed that the tie clashed with his favourite shirt. He still had the receipt for the purchase and wanted to get a refund.

3. How does the rule of caveat emptor affect consumers?