



LifeSmarts

Learn it. Live it.

Student Activity: Discussion of Consumer Rights and Responsibilities

DIRECTIONS: Small groups discuss the following questions and ideas. One group member will record your ideas.

Right to Safety	All states have seatbelt laws and most have helmet laws. Why does the government have an interest in requiring individuals to use these safety devices?
<i>Response</i>	
Right to Choose	How does advertising increase the consumer right to choose? How does advertising decrease the consumer right to choose?
<i>Response</i>	
Right to Information	There are many sources of consumer information. When a consumer goes online, what criteria should be used to identify reliable, honest product information and ratings?
<i>Response</i>	
Right to be Heard	React—The right to be heard will disappear if consumers do not use their voices.
<i>Response</i>	

Right to Redress	Consumer complaints are sometimes linked with frustration and anger. Why is it important that consumers not use anger when trying to settle a dispute or complaint?
<i>Response</i>	
Right to a Healthy Environment	React—This amendment should be added to the Bill of Rights: “Americans have the right to live and work in an environment that does not threaten the well-being of present and future generations.”
<i>Response</i>	
Right to Service	Consumers have the right to expect courteous service while in a store or other business establishment. How is a teenager’s customer service experience different from an adult’s?
<i>Response</i>	
Right to Consumer Education	React—As the marketplace becomes more complex, consumer education is needed to navigate and understand consumer rights and responsibilities.
<i>Response</i>	