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Student worksheet

13.5 Consumer rights

Pages 346–347

Consumer law in Australia

1 What is a guarantee?

2 Read the scenario below and answer the accompanying questions.



Maggie walks into a department store to buy a doll for her nephew's third birthday. She selects a packaged doll from a department store shelf, which she thinks might be appropriate. On the packaging, it claims the doll has movable hands and legs, and also speaks and laughs. Further, the packaging states that all necessary accessories are included with the doll. When Maggie's nephew opens up the packaging and starts playing with the doll, it is discovered that not only does the doll require batteries to speak and laugh (which are nowhere to be found in the packaging) but also that the legs of the doll are fixed in a permanent sitting position. Maggie returns to the store and demands her money back. The service assistant politely tells Maggie that she can only offer Maggie an exchange, rather than a refund.

a Does Maggie have the right to receive a refund on this occasion? Why or why not?



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- b If the doll's legs could be 'repaired' and also given batteries by the manufacturer, would Maggie have to accept this offer instead of seeking a refund?

- 3 Are the following statements true or false? Give a reason for your answer.

- a A retail store can choose to advertise that they do not give refunds.

- b You need a receipt in order to receive a refund?
