

1. Lee's parents gave her money to buy a pair of really great coloured jeans to go with the jacket she got for her birthday.

She didn't take the jacket when she went shopping. Seeing the jeans with the jacket now, she doesn't think they go together.



Is she entitled to a refund or exchange? Explain your answer.

2. Your mother buys a snack for your three-year-old brother.

The snack makes him very ill and your mother said the snack had a terrible smell. Your mother tries to find out why he became ill so she can prevent this happening to any other children.



Can you suggest what she should do? Who might she talk to?

3. Anna and Phillip got new mountain bikes last week from the same shop - same brand and everything.

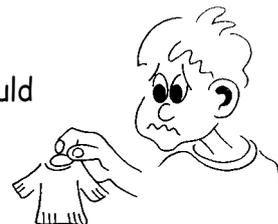
They use them after school. Phillip's bike is OK but Anna's gears are no longer working.



What can Anna do?

4. Shane decided to be helpful.

He put his new woollen jumper in the washing machine - with disastrous results. It shrank. If he had read the label, he would have seen that his jumper should have been washed by hand.



Is there anything Shane can do?

Ling's Fish Shop

NAME



1. Read the following letter of complaint.

Dear Rip-off Merchant,

I am very  about the 
They are goldfish !!!!! Why would I pay \$50 for
a goldfish !!!!! You must think I am a COMPLETE IDIOT.

Wait until I get you to court, then you will stop laughing and
you will lose so much money that your lousy pet shop will go bust.

If I don't get my money back TOMORROW I will demonstrate
outside your store with my friends from the fish lover's society.
You won't get many customers then, will you ??

Pete Salmon
21 Fish Pond Lane
PIRAHNA Vic.

2. What is wrong with the letter?

3. Re-write a better version of the letter.

Key Facts to help:

- The owner of the pet shop is Mrs Emma Ling.
- You ordered a rare Patagonian rainbow fish which usually cost \$50.
- You were sold a common goldfish which usually sells for \$2.
- You were still charged \$50 for the goldfish.
- You bought the fish last Saturday.
- You know it is your consumer right to ask for a refund, exchange or credit note.

Include the following information in your letter:

- * why you are writing.
- * when you bought the product.
- * what you want to happen.
- * if this is not resolved, you will contact Consumer Affairs Victoria.
- * what happened.
- * how much you paid.
- * what you know about your rights and responsibilities.