

## Chapter 3

### Consumer Rights and Responsibilities Assignment

1. Right to Safety/Responsibility to Use Products Safely: <http://www.recalls.gov/recent.html>

Pick 2 of the 9 Agencies/Associations listed on the page. For each one answer the following questions:

- o Agency/Association Name:
- o Choose one recall, copy and paste the info here:
- o Click on the link of the actual recall and paste the link of the site you are taken to here:
- o Read the information provided and tell me one fact that is not obvious in the pasted information above:
  
- o Agency/Association Name:
- o Choose one recall, copy and paste the info here:
- o Click on the link of the actual recall and paste the link of the site you are taken to here:
- o Read the information provided and tell me one fact that is not obvious in the pasted information above:

2. Right to Safety/Responsibility to Use Products Safely:

Go to <http://www.cpsc.gov/en/>. In the upper right hand corner, change the selection to “Recalls & New Releases”, type in TOYS.

Choose two of the items listed as recalled and answer the following questions for each:

- o Item being recalled:
- o Exactly what is the Hazard listed?
- o What is the Remedy listed?
  
- o Item being recalled:
- o Exactly what is the Hazard listed?
- o What is the Remedy listed?

3. Right to Be Informed

Go to <http://www.ftc.gov/> and answer the following questions:

- What does this agency’s purpose?
- What does the FTC protect consumers from?

Click on Tips & Advice and choose For Consumers. In the space below, tell me about one Scam Alert you have found on this web site

4. Right to Choose/Responsibility to Choose Wisely: <http://www.forbes.com/2001/06/13/monopolyindex.html>

Go to the link and read the short article titled: **The Forbes.com Monopoly Index** and answer the following questions:

- o How does Forbes.com define a Monopoly?
- o List their top 10 most monopoly-like companies?
- o What do all these companies have in common?
- o What about them allows them to be a dominate figure in their market?
- o Name a close competitor for one company

5. Right to Redress/Responsibility to Seek Redress (Right the Wrong):

<http://www.bbb.org/central-illinois/>

Type in the name of a business and click the magnifying glass. On the next screen, on the right, change the location to Peoria, IL

Do the following:

Choose two companies that you do business with and look them up. Answer the following questions about each:

- Business or Charity Name:
- What is their BBB Rating?
- How many customer complaints have they had and in how many months?
- What other categories do they have reports in?
- Does this change the way you feel about this company?
  
- Business or Charity Name:
- What is their BBB Rating?
- How many customer complaints have they had and in how many months?
- What other categories do they have reports in?
- Does this change the way you feel about this company?

6. Right to a Healthy Environment/Responsibility to Contribute to the Healthy Environment:

<http://www.greenamericatoday.org/pubs/greenpages/>

Go to the link and browse by category (on the right-hand side) to select a business that you feel is really making an environmental impact and answer the following questions:

- Name of the business:
- What area of the environment are they affecting?
- How are they making a difference?
- Why is that area important to you?