



shop around

# Shopping

Level **3**

## Questions

1. If you buy goods over the internet, how long do you have to cancel your order and ask for your money back?

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2. If you buy goods through a personal loan arranged with the shop, when do the goods become your property?

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3. Does the Consumer Rights Act 2015 apply to the purchase of an apartment?

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4. If your hairdresser makes a mess of your hair by cutting it too short, what rights do you have?

- A) None – you can always buy a hat!
- B) You have the right to get it cut again
- C) You can request a reduction in price for the haircut

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5. You receive some cleaning products that you didn't order. Are they yours to keep?

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6. Can you claim expenses in the Small Claims Court?

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7. If you buy a mirror in a sale and then discover the frame is damaged when you take it home and get it out of its packaging, do you have the same rights as if you'd bought it outside of the sale period?

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8. If a shirt is priced at £9.99 when it should have been £19.99, is the shopkeeper legally obliged to sell at the lower price?

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