



## Questions & Answers

1. Is it a criminal offence for a trader to give away fake goods?

**Yes**

2. What marks are registered in the patents office?

**Trademarks**

3. If you get a scratch card and find you've won a prize on condition you phone a number to check your win, what should you do?

**Put it in the bin. These offers are rarely genuine and you will probably have to make an expensive telephone call to a premium rate number to claim your 'prize'. You can report scams by telephone and email to Consumerline**

4. What standard of quality can consumers expect if they buy a car privately from a person who is not a trader?

**None. If you buy from a private seller the only condition that applies from the Sales of Goods Act 1979 is that it must be 'as described'. It does not have to be of 'satisfactory quality' or 'fit for purpose'. This is why some rogue traders pose as private sellers.**

5. Timeshare Agreements must give you how long to change your mind and cancel the contract?

**You have a 14-day cooling off period in which you can withdraw from the contract without penalty**

6. Can a car with an electronic odometer be clocked?

**Yes, and quite easily**

7. What should you do if you see a website selling tickets at a bargain price for a concert you thought was sold out months ago?

- (a) Snap them up quickly and tell all your friends!
- (b) Buy them on your credit card just in case they're too good to be true
- (c) Be very cautious, this could be a scam. Run some background checks about the website before parting with any money

**Answer (c)**

8. Northern Ireland consumers lose approximately how much every year on bogus lotteries, prize draws and other scams?

- (a) £25 million
- (b) £50 million
- (c) £75 million
- (d) £100 million

**Answer (d)**