



ENVIRONMENTAL AWARENESS

The responsibility to understand the environmental consequences of our consumption. We should recognize our individual and social responsibility to conserve natural resources and protect the earth for future generations.

SOLIDARITY

The responsibility to organize together as consumers to develop the strength and influence to promote and protect our interest.



CONSUMERS RIGHTS AND RESPONSIBILITIES

PRICES AND CONSUMER AFFAIRS DIVISION

MINISTRY OF TRADE, COMMERCE & INDUSTRY

CECIL GEORGE-JOHN BUILDING

REDCLIFFE STREET AND CORN ALLEY

ST. JOHN'S, ANTIGUA

TEL: (268) 462-4183/0834 OR (268) 562-2732/3

FAX: (268) 562-7556

EMAIL: CONSUMERAFFAIRS@ANTIGUA.GOV.AG



AS CONSUMERS WE HAVE

8 BASIC RIGHTS



BASIC NEEDS

The right to basic goods and services which guarantee survival: adequate food, clothing, shelter, health care, education and sanitation.



SAFETY

The right to be protected against the marketing of goods or the provision of services that are hazardous to health and life.



INFORMATION

The right to be protected against dishonest or misleading advertising or labelling, and the right to be given the facts and information needed to make informed choice.



CHOICE

The right to choose products and services at competitive prices with assurances of satisfactory quality.



REPRESENTATION

The right to express consumer interests in the marketing and execution of government policy, and in the development of products and services.



REDRESS

The right to be compensated for misrepresentation, shoddy goods or unsatisfactory services.

CONSUMER EDUCATION



The right to acquire the knowledge and skills necessary to be an informed consumer. To make confident choices about goods and services, while being aware of basic consumer rights and responsibilities and how to act on them.

HEALTHY ENVIRONMENT

The right to live and work in an environment which is neither threatening nor dangerous and which permits a life of dignity and well being, of present and future generations.



CONSUMER RESPONSIBILITIES



CRITICAL AWARENESS

The responsibility to be more alert and questioning about the price and quality of goods and services we use.



ACTION

The responsibility to assert ourselves and act to ensure that we get a fair deal. As long we remain passive consumers we will continue to be exploited.



SOCIAL CONCERN

The responsibility to be aware of the impact of our consumption on other citizens, especially disadvantaged or powerless groups whether in the local, national or international community.

CONT. AT BACK