

Treaders' Responsibilities

If goods fail to meet any of the above requirements, it is the trader and not the manufacturer who is legally responsible.

Traders should:

- **Encourage customers to select size and colour carefully.**
- **Check goods regularly to ensure they have not passed the “sell by” or “use by” dates.**
- **Customers should always be supplied with a fully detailed cash slip/receipt of goods purchased.**
- **If responsible, admit the faulty and rectify the complaint.**

Consumers' Responsibilities

- **Check goods thoroughly before purchase.**
- **Ensure you are getting value for money.**
- **Shop around for even better bargains.**
- **Beware of conspicuous consumption, that is, buying what you do not really need.**
- **Plan and spend within a budget – this saves money.**
- **Don't be enticed by appealing advertisements**



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SHOPPING IN SALES



Don't be foolish and squander ... Be a wise Consumer

KNOW YOUR RIGHTS IN SALES



The Sale of Goods Act clearly states that the consumer's rights remain intact even when goods are purchased in bargain sales.

Meaningless Signs

(If goods are defective/faulty)

Don't be put off by the following notices in many stores.

- ➡ **NO REFUND ON SALE ITEMS**
- ➡ **NO REFUND OR EXCHANGE ON SALE ITEMS**
- ➡ **ALL SALES ARE FINAL**

Right of Redress

Consumers have the right to complain and to be duly compensated when sale goods are faulty and flaws were NOT pointed out before purchase.

But even when defects are pointed out, items must be good enough to use, e.g. *An electric kettle with a few scratches must boil water and be safe to use.*



Sale of Goods Act

The Sale of Goods Act lays down the following implied terms, that:

- 1. GOODS MUST BE OF SATISFACTORY QUALITY**, that is –
 - They must be in good condition
 - Free from minor or major faults
 - Safe and be able to do the job expected
 - Must last a reasonable time
- 2. GOODS MUST FIT THE DESCRIPTION GIVEN TO THEM** – whether stated on labels, packaging, advertisement or otherwise.
- 3. GOODS MUST FIT THE PURPOSE FOR WHICH THEY ARE INTENDED**, i.e. *Shoes purchased for walking must last for a reasonable length of time.*
- 4.** The Supply Of Goods And Services (Implied Terms) Act also states that: **GOODS MUST CORRESPOND WITH THE SAMPLE SELECTED**, e.g. *Carpet ordered from sample must be of the same quality and colour when delivered.*