

9: What are your rights?

Rights

**FASHION
WORLD**

Market Square
Townsville

Protect

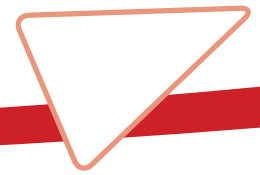
Sales receipt

Date: 19/11/2012
Time: 13:45
Cashier: 468

Item	Amount
T-shirt	white XP41
Total	£9.99
Cash	£10.00
Change due	£0.01

Refund 7 days /
Exchange 14 days

Law



Activity 9: Can you find the words?



Find these words:

coshh

data

trade

health

opportunities

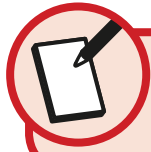
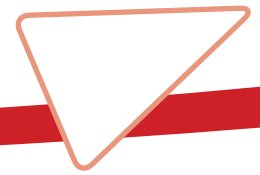
protection

fire

discrimination

sale

n	j	n	y	p	n	g	c	t	p	r	k	d	o	n
s	p	h	e	a	l	t	h	p	m	r	k	c	p	d
a	n	s	k	d	a	t	a	v	p	q	s	r	p	i
l	f	b	s	e	q	f	f	l	t	y	b	k	o	s
e	f	g	o	o	d	s	i	x	c	u	n	o	r	c
l	y	r	r	m	j	b	r	h	z	s	a	q	t	r
x	g	r	q	k	i	v	e	w	b	u	x	l	u	i
e	c	j	h	w	x	w	i	w	n	a	i	w	n	m
c	o	s	h	h	c	q	v	u	q	l	s	w	i	i
d	l	h	l	e	d	m	y	b	y	d	e	i	t	n
k	b	f	t	r	a	d	e	s	g	j	b	t	i	a
j	k	q	m	a	l	g	q	x	z	n	a	h	e	t
u	l	p	r	o	t	e	c	t	i	o	n	m	s	i
y	y	l	z	w	o	d	f	z	e	l	f	o	p	o
m	z	y	x	p	k	x	a	r	o	x	q	b	s	n



Which law protects the customer in each case?

Mrs Williams brings the laptop back. It has a faulty hard drive.

Empty response box for Mrs Williams case.

Ali can't get to the homewares department. There is no lift for his wheelchair.

Empty response box for Ali case.

Laila bought a laptop. Two weeks later, someone from the store phoned to ask if she wanted antivirus software.

Empty response box for Laila case.

Amelia slipped on a wet floor at the supermarket.

Empty response box for Amelia case.