

Consumer Rights 101

Student Worksheet



TEST your KNOWLEDGE

In this worksheet you will brush up on your consumer rights knowledge. If in doubt, use the [CCPC website](#) for guidance!

1. Define the following terms:

- a. Consumer
- b. Consumer rights

2. Who are the Competition and Consumer Protection Commission (CCPC) and what is their role?

3. List two key pieces of legislation that protect consumers in Ireland and briefly explain their purpose.

4. What are the remedies available to consumers if there is an issue with their product or service?

Discussion prompts

Why is it important to know your rights as a consumer?



Where can you find reliable information about consumer rights?

Think of a time when you or someone you know experienced a problem with a purchase?
How was it resolved?

