**SLAE OF GOOD SUPPLY OF SERVICE ACT**

**Goods Service**

1. Be of merchantable quality 1. Provide by qualified person

2. Fit for Purpose 2. Due car and Attention

3. Match sample 3. Good used must be of

4. Be as described merchantable quality

**Redress**

Refund, Repair and/or Replace

**Seller responsibilities**

1. Deal with consumer complaints

2. Respect consumer rights

3. Can’t display signs that limit consumer rights

Guarantees and warranties don’t replace consumer rights

**SELF TEST QUESTIONS**

1. Outline the main provision of the Sale of goods supply of service act 1980 and how it protects consumers

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1. Outline the main provision of the Consumer Protection act 2007 and how it protects consumers

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1. Explain the redress to consumers

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1. List the agencies that help resolve consumer complaint and how they help

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**CONSUMER PROTECTION ACT 2007**

This law protects consumers under the following

**Misleading Claims Misleading Practices**

1. About a product 1. Given False information

2. About a Service 2. Being aggressive when selling

3. About a price 3. Prohibit practices – getting people to pay for a prize they have won

**CONSUMER AGENCIES THAT HELP ASSIST AND SUPPORT CUSTOMERS**

The Following are some agencies that can help a consumer if they are having problems resolving a conflict with a seller/

**CONSUMER ASSOCIATION OF IRELAND (CAI)**

1. Protect, promote and represent interest of consumers

2. Publish monthly consumer choice magazine

3. Make representation of consumer view to Government

4. Represent consumer on government bodies

**COMPETITION AND CONSUMER PROTECTION COMMISSION (CCPC)**

1. Enforce consumer legislation

2. Inform consumer of their rights

3. Inform business how to comply with the law

4. Enforce product safety legislation

**MAKING A COMPLAINT**

**Step 1 -** Stop using the product

**Step 2** - Bring the item back to the shop and speak to the

manager. You will need to bring the product and proof of

purchases (Receipt).

**Step 3 -** Explain the problem given details. Know your right

under the Sale of Goods Supply of Service Act 1980

**Step 4 -** Decide what form a Redress you would like

**Step 5 -** If you don’t get a result, you may need to send a letter

of complaint (You need to know how to write this)

**Step 6** - If you find that the problem is not getting resolves you

can get advice from a third party (Competition and Consumer

Protection Commission)

**Step 7 -** After all this if you are still not getting it resolve you

can take a case to the Small Claims Court

**Step 8 -** Go to Court

**OFFICE OF THE OMBUDSMAN**

1. Examine complaints from people who feel they have been treat unfairly

2. Examine complaints against public bodies (access to the building)

**ADVERTISING STANDARDS AUTHORITY FOR IRELAND (ASAI)**

1. Promote high standards of marketing (Advertising)

2. Ensure that all communication is legal..truthful

**COMSUMER FOR COMMUNICATIOM REGULATION (Com Reg)**

1. responsible for the regulation of the electronic communication sector

2. Provides advice how to make a complaint

3. Provide advice to phone and broad band pricing

**SMALLS CLAIM COURT**

1. Inexpensive, fast and easy way to resolve disputes (€25)

2. Listen to disputer up to €2,000

3. Deals with compliant of faulty goods, bad workmanship, minor damage to property

4. Business can make claims against other businesses

**WRITING A LETTER OF COMPLAINT**

**Step 1 –** Know the layout

**Step 2 –** Describe the purchase

**Step 3 –** Outline how you right were broken

**Step 4** – Explain what remedy you would like

can get advice from a third party (Competition and Consumer

Protection Commission)

**Step 7 -** After all this if you are still not getting it resolve you

can take a case to the Small Claims Court

**Step 8 -** Go to Court

[CLICK HERE](https://hfclontarf-my.sharepoint.com/%3Ab%3A/g/personal/jason_ryan_holyfaithclontarf_com/EWA9J0gvY3ZMly1Y2L-odjsBTxWd7lKMpePAD9HrpydW0g?e=fUlRzk) for addition information on agencies that assist consumers