

# Speed discussion



| Scenario   | Does the consumer have the right to a refund, a replacement or a repair? Why or why not?   |
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| <p>Joe buys a remote-controlled car for his younger brother. They are playing with it on the table when it crashes to the floor, damaging the car so that it won't work anymore.</p>   | <p>If the car is used in an unreasonable manner and broken by the people who bought it, the seller does not have to fix it or replace it. However, if it broke when it was being used in the way it was meant to be used, the buyer may be eligible for a replacement or a refund.</p> |
| <p>Joe's remote-controlled car suddenly stops working one week after it was purchased.</p>   |  |
| <p>Aroha buys a new T-shirt but when she gets it home she sees the stitching is coming undone around the shoulder.</p>   |  |
| <p>Aroha buys a new T-shirt and decides when she gets home that she does not like the colour.</p>  |  |
| <p>Aroha's buys a T-shirt for \$20. Her friend buys a similar T-shirt down the road for \$6.00 less than what Aroha paid for hers. Aroha wants to return the T-shirt she bought so she can buy a cheaper one from the shop down the road.</p>                                    |  |
| <p>A retailer advertises a storewide sale in the local newspaper. Rowan knows that a bag in the store was \$27.00 last week, but the price tag reads "Was \$30 now \$25.00".</p>   |  |
| <p>Chris buys a container of coleslaw for the family. When he gets home he finds it is only half full, so he takes the coleslaw out of the container and weighs it. He finds that the weight of the coleslaw is significantly less than the weight printed on the container.</p> |  |
| <p>Peter is helping his dad repaint their bathroom. They ask for suitable paint at their hardware store and are told which one to buy. After they paint the bathroom they discover the paint was not suitable for rooms that can get damp.</p>                                   |  |
| <p>Sunita sees in a sales brochure that a shoe shop is selling all shoes at sale price, but when she gets there the shoes she wants are still the same price as last week.</p>   |  |
| <p>Kim tells the hairdresser she wants to have her hair straightened. The hairdresser tells Kim she can do it and that she will look great. When the hairdresser is finished, her hair is frizzy.</p>  |  |
| <p>Tina has been given a new skateboard. She was using it at the skateboard park and had a go at the halfpipe. When she picked it up, a bolt fell off.</p>   |  |

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