

What a disappointment!



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Joe wanted to buy a present for his younger brother. He saw a toy advertised in a store. It looked great on the packet and in the in-store promotion. When he bought the toy and took it home he was disappointed. He found that it wasn't as exciting as he had expected it to be. In the advertisements it looked like the toy could walk by itself, but it did not.

Joe decided to tell the shop how disappointed he was with the toy. The shopkeeper showed him the part on the packaging where it said the toy could not walk. Joe hasn't read that bit, so knew he couldn't exchange it or get his money back, but he was still disappointed with the purchase.

Joe told his friend who wanted to buy a present for his brother and he decided not to buy the toy. Joe found a website from the manufacturer where he could write and give feedback. After school one day, Joe and Vicki wrote a letter and emailed it to the website.

Vicki knew that under the law (the Fair Trading Act) retailers could not falsely advertise goods. Vicki and Joe went back to the store and checked the in-store promotion for the toy. It showed the toy walking. They decided to make a complaint about misleading advertising to the Commerce Commission. While he was at the store, Joe saw another great present for his brother, a battery operated remote-controlled car.

