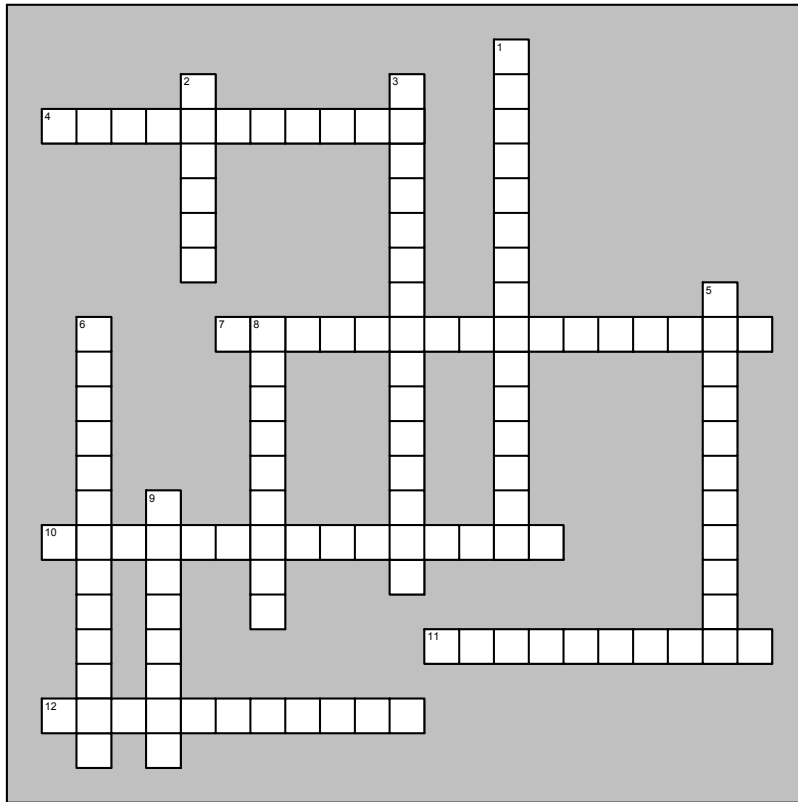


Chapter 8: Consumer Purchasing Strategies and Legal Protection**Across**

4. A nonprofit organization whose member-owners may save money on certain products or services.
7. A court that settles legal differences involving amounts below a set limit and employs a process in which the litigants usually do not use a lawyer.
10. One of a network of publicly supported community law offices that provide legal assistance to consumers who cannot afford their own attorney.
11. Information about freshness or shelf life found on the package of a perishable product.
12. The use of a standard unit of measurement to compare the prices of packages of different sizes.

Down

1. A legal action taken by a few individuals on behalf of all the people who have suffered the same alleged injustice.
2. A partial refund of the price of a product.
3. An agreement between a business and a consumer to cover the repair costs of a product.
5. The settlement of a difference by a third party whose decision is legally binding.
6. Unplanned purchasing.
8. The attempt by an impartial third party to resolve a difference between two parties through discussion and negotiation.
9. A written guarantee from the manufacturer or distributor of a product that specifies the conditions under which the product can be returned, replaced, or repaired.