

## Chapter 23 Consumer Rights and Responsibilities

### Section 23.1 Consumer Rights

#### Reading Activity—Take Notes

**Directions** Fill in the blanks to complete the notes for this section.

**A.** The Right to Be \_\_\_\_\_

1. Businesses are required to provide certain \_\_\_\_\_ about their products.

**B.** The Right to \_\_\_\_\_

1. Businesses \_\_\_\_\_ with each other to sell their products to consumers.

**C.** The Right to \_\_\_\_\_

1. \_\_\_\_\_ is the legal responsibility that manufacturers have to make a safe product.

**D.** The Right to Be \_\_\_\_\_

1. Consumers who have \_\_\_\_\_ about products or services have a right to be heard.

**E.** The Right to Have Problems \_\_\_\_\_

1. Usually customers take defective items back to a store to get a \_\_\_\_\_ or \_\_\_\_\_.

**F.** The Right to Consumer \_\_\_\_\_

1. Consumers have the right to \_\_\_\_\_ how a market system works.

**G.** The Right to \_\_\_\_\_

1. Customers have a right to be treated in a \_\_\_\_\_ and courteous manner.