|  |  |
| --- | --- |
| Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

Chapter 15

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | 1 | 2 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | 3 |  |  |  |  |
|  |  |  |  |  | 4 |  |  |  |  |  |  |  | 5 |  |  |  | 6 |  |  |
|  |  |  |  |  |  |  |  | 7 |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  | 8 |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | 9 |  |  |  |  |  |  |  | 10 |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  | 11 |  |  |  |  |  |  |  |  |  |  |
|  |  |  | 12 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  | 13 |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | 14 |  |  |  |  |  | 15 |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  | 16 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

|  |  |
| --- | --- |
| **Across**  **1.**  A court system in every state that exists to resolve cases involving small amounts  **8.** occurs when consumers are given false information in an effort to make a sale  **9.** consumers united to demand fair treatment from businesses.  **11.** What is the administration that makes certain that food, drug, and cosmetic products are not harmful to consumers?  **13.** An implied warranty is made by:  **14.** True or False:Consumers don’t have responsibilities.  **16.** True or false:Fraud occurs when consumers are given true information in an effort to make a sale. | **Down**  **2.** What involves the use of a third party who tries to resolve the complaint between the consumer and the business?  **3.**  imposed by law and is understood to apply even though it has not been stated  **4.** A legal action by one party on behalf of a group of people who all have the same grievances  **5.** is made orally or in writing and promises a specific quality of performance  **6.** A third party action resulting in a decision that is legally binding  **7.** True or False: Results in a decision that is legally blinded is called Arbitration?  **10.** Use of a third party who tries to resolve the complaint between the consumer and the business  **12.** a promise by the manufacturer or dealer  **15.** True or false:The most important responsibility you have as a consumer is to be informed. |