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Chapter 15

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| **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. |