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Consumer Protection Laws

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| **Across**  **2.** A law that protects consumers of products this helps solve disputes.  **4.** Formally request or demanded of something that one owns or has earned.  **10.** Set up to resolve minor cases in specific areas in a less expensive manner than court.  **11.** A written guarantee issued to the purchaser of an article by its manufacturer, promising to repair or replace it if necessary within a specified period of time.  **12.** An outcome or repayment for a consumer made by the retailer if a contract is violated.  **14.** Having no legal effect, not legally enforceable.  **15.** Items for sale or use which are normally used for later consumption. | **Down**  **1.** A cover for purchases and faulty goods.  **3.**  A binding agreement.  **5.** A swap of a good for a replacement or new product.  **6.** The return of a paid sum of money.  **7.** A person or business that sells goods to the public in relatively small quantities for use or consumption rather than for resale.  **8.** A term used for theft committed using a payment card such as a VISA card.  **9.** A person or organization that uses a commodity or service.  **13.** A sum of money that a bank makes available to a person to use and then pay back at a later date. |