

# **CONSUMER RIGHTS**

*There are certain basic and inalienable rights to which every consumer in Jamaica is entitled. But unless you know what these rights are, you could be cheated out of them.*

## **Basic Needs**

The right to basic goods and services which guarantee survival: adequate food, clothing, shelter, health care, education and sanitation.

## **The Right to Safety**

You have a right to safety and, therefore, the right to be protected against those goods and services which may be hazardous to your life and health. The right to safety has been broadened to include the concern for consumers' long-term interests, not only their immediate desires

## **The Right to be Informed**

You have the right to be given the facts which you may need to make informed choices or decisions. The right to be informed goes beyond avoiding deception and the protection against misleading advertising, labelling or other practices.

## **The Right to Choose**

You have the right to have access to a variety of products and services at competitive prices and, in the case of monopolies, to have an assurance of satisfactory quality and service at a fair price

## **The Right to be Heard**

You have a right to be represented so that consumers' interests receive full and sympathetic consideration in the formulation and execution of economic policy

## **The Right to Fair Settlement of Just Claims**

You have the right to a fair settlement of just claims. This right has been generally accepted since the early 1970s. It involves the right to receive compensation for misrepresentation or shoddy goods or services and where needed, free legal aid or an accepted form of redress for small claims should be available

## **The Right to Consumer Education**

You have the right to acquire the knowledge and skills to be an informed consumer. The right to consumer education incorporates the right to the knowledge and skills needed for taking action to influence factors which affect consumer decisions

## **The Right to a Healthy Environment**

You have the right to a physical environment that will enhance the quality of life. This right involves protection against environmental problems over which the individual has no control. It acknowledges the need to protect and improve the environment for present and future generations.

## **HOW TO CONTACT US**

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