

Chapter 24 Protecting Consumers

Section 24.2 Consumer Protection Laws

Section Summary with Key Terms and Academic Vocabulary

Consumer Protection Laws Many laws have been passed to protect consumers, and government agencies enforce those laws. In addition, the business community provides information and services for consumer protection. Businesses may have a customer service department to assist consumers. Also, the Better Business Bureau works to resolve problems that consumers have with local businesses. These are some of the available sources that help consumers make good choices when they shop.

Key Terms _____

price discrimination Act of charging various prices for the same product or service in different markets or to different customers

warranty A written guarantee from the manufacturer or distributor that states the conditions under which a product can be returned, replaced, or repaired

express warranty Warranty that is explicitly stated, in writing or verbally

full warranty A guarantee about the quality of goods or services.

limited warranty A warranty that covers only certain parts of a product or requires the customer to bear some of the expense when repairs are needed

Better Business Bureau (BBB) Nonprofit organization that collects information on local businesses and handles consumers' complaints

Academic Vocabulary _____

justify To prove or show to be just, right, or reasonable

guarantee An assurance for the fulfillment of a condition

reveal To make publicly or generally known

community A body of persons of common and especially professional interests scattered through a larger society