

# Consumer Kids

“Lets Go Shopping”

Have you heard of the Fair Trading Commission?

Our Government created the Fair Trading Commission to protect you your and family when you go shopping.

In our story today Melanie, Shaquan, Kim and Makayla go shopping.



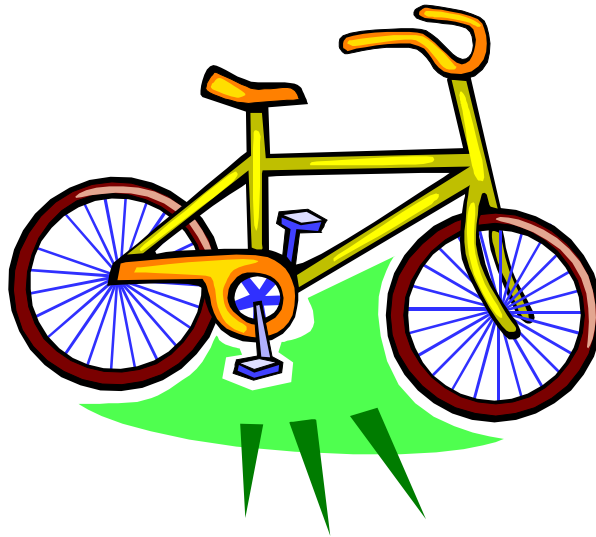
## Fine Print

Shaquan's mum bought him a bicycle for Christmas, but before she could bring the bicycle home she had to sign a document.

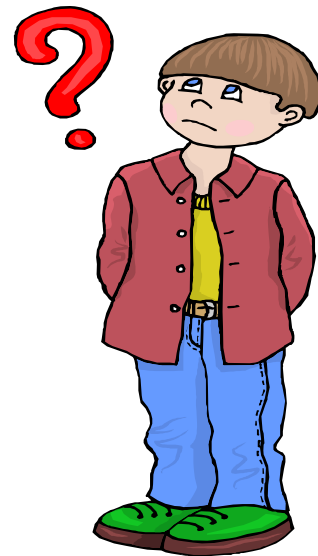


While riding his bicycle, Shaquan heard his bicycle making a squeaky noise. Within a few minutes, the pedal fell off. Shaquan was so sad because his new bicycle had fallen apart.

Mummy tells Shaquan *“do not worry, we will go back to the store and exchange it for a new bike”*.



What was in that document that John's mum signed?

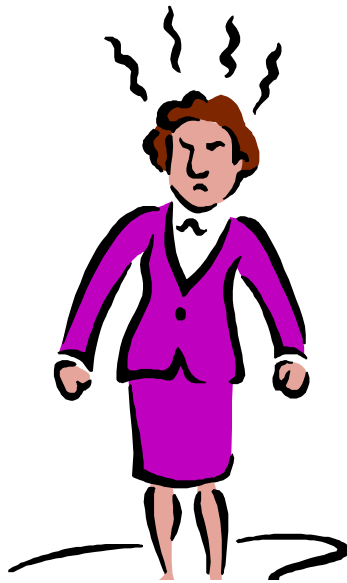


When mummy returns to the Store the sales lady has bad news for her.

*“ Those documents you signed said we are not responsible if your bicycle does not work”.*

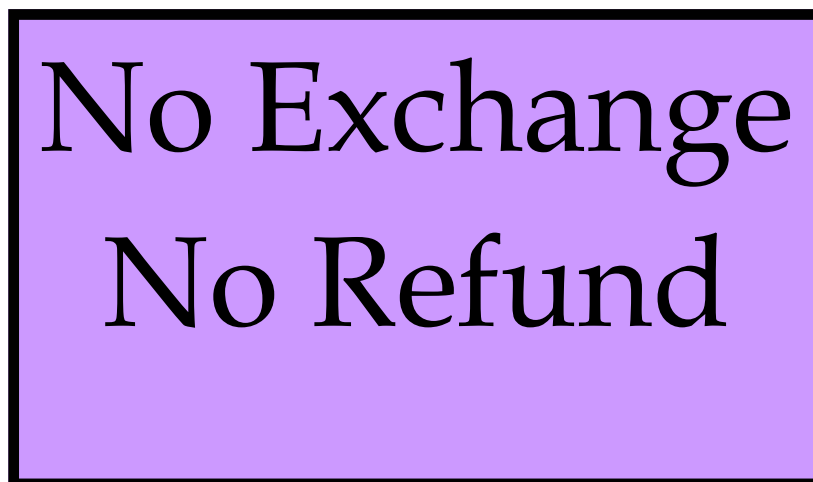


Mummy took out her glasses and looked closely at the document she noticed that this important information was printed so small she could not read it.



Mummy said *“oh no! if I had seen this before, I never would have signed this, these words are so small I did not think they were important “.*

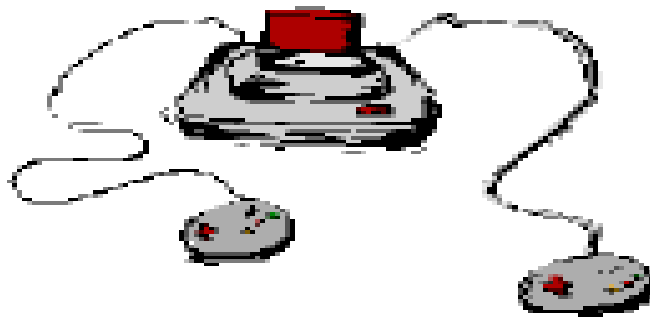
It is illegal  
to display this sign



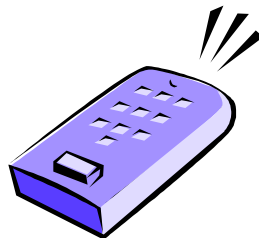


It was Melanie's birthday. Melanie's dad took her shopping to buy her that gift she always wanted.

A brand new play station



When Melanie got home she was so excited that she immediately opened the box and took out everything, but, she could not find the Game Control.



Melanie's dad said "this play station cannot operate without a Game Control".



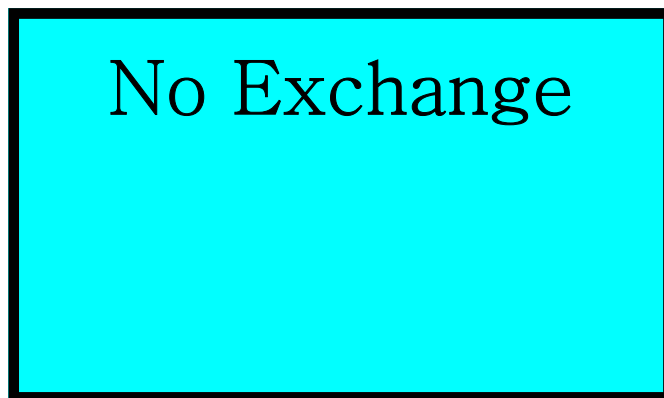
Melanie's dad took the Play Station back to the store, and the sales lady refused to exchange the Play Station or to give him a Game Control. Melanie's dad said "*if you will not exchange the Play Station or give me a game control I want my money back*".



The sales lady said *“did you not see the sign in the store when you bought the Play Station”?*

*Dad said “what sign?”*

The sales lady pointed to the sign



When you go  
into stores and  
you see these  
signs you are  
to tell your  
parents to call  
the



NO EXCHANGE

NO REFUND

NO CASH

REFUNDS

EXCHANGES  
ONLY WITHIN  
7 DAYS

and report where  
these signs are  
seen

# Dual Pricing

Two Prices -one item

Makayla goes to Toys R' Us, and sees a Barbie Doll, she likes it and asks Auntie Sharece to buy it for her.



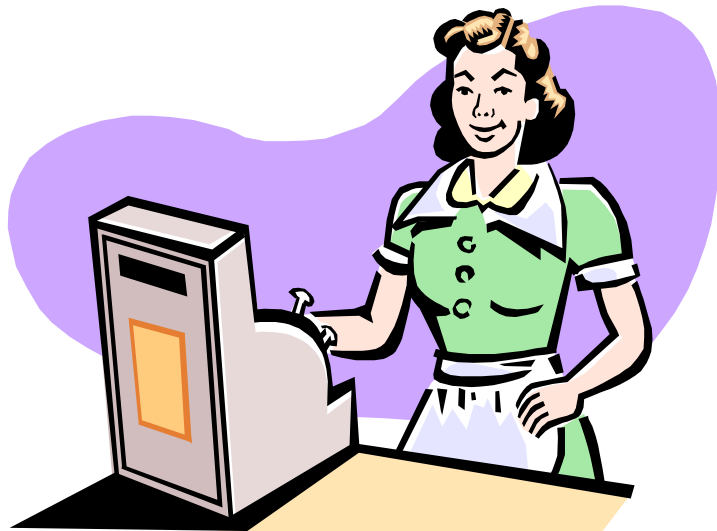
Auntie Sharece wants to buy this doll for Makayla but she is confused.



The dolls have two different prices stuck on it.

Auntie wondered of the two prices which one is correct? The Cashier tells Auntie she must pay the higher price.

Auntie is upset but pays the higher price so she can get the doll for Makayla.



# Free Offers

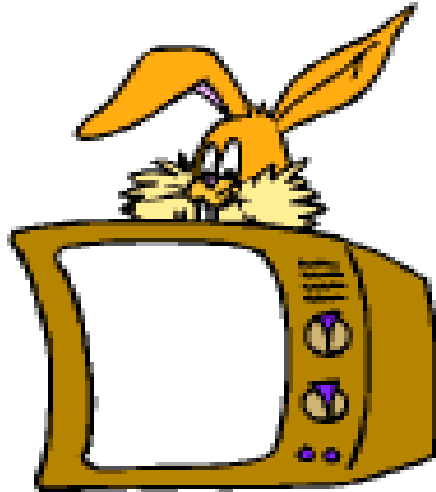


FREE

FREE  
Free  
FREE

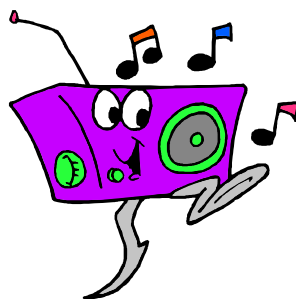


Kim and Uncle Lee went into town to buy a television; in the window was a sign. It said “buy a television get a radio *free*”.



When Uncle Lee gave the Cashier the money for the television, the cashier said to Uncle Lee “*do you want the radio?*”

*Uncle lee said “oh yes!*



The Cashier said that would cost you \$99.95 more. Uncle said, “*I thought that the notice in the window said that the radio was free*”. The Cashier said “*I am sorry but it is not totally free*”. Uncle Lee asked “*WHY is it not free? The law says that if an item is advertised as free, then it should be FREE.*”

You should not have to pay anything

In all of our stories the store owners broke the law. Susan, John, Kim and Tammy should call the Fair Trading Commission and report the Store.

Under the laws of Barbados [The Fair Trading Commission](#) can take any one to court who breaks the [Consumer Protection Act](#).

At the Fair Trading Commission we take your complaint answer your queries and then investigate, if you have a matter you can't get resolved then give our office at Manor Lodge a call.

Call the Fair Trading Commission  
at 421-2FTC or 421-2382.



Manor Lodge, Lodge Hill, St. Michael, Barbados, W.I.

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