



Consumer Rights & Responsibilities

Without partnership between Rights & Responsibilities consumers cannot operate efficiently.

YOUR RIGHTS

1. The right to be informed

To be given the facts needed to make an informed choice, and to be protected against dishonest or misleading advertising and labelling.

2. The right to choose

To be able to select from a range of products and services, if available, offered at competitive prices with an assurance of satisfactory quality.

3. The right to safety

To be protected against products, production processes and services which are hazardous to health or life.

4. The right to be heard

To have consumer interests represented in the making and execution of government policy and to be heard in respect of claims against misrepresentation, shoddy goods or unsatisfactory services.

5. The right to redress and to be treated fairly

To receive a fair settlement of just claims, including compensation for misrepresentation, shoddy goods or unsatisfactory services.

6. The right to education

To acquire knowledge and skills needed to make informed, confident choices about goods and services, while being aware of basic consumer rights and responsibilities.

7. The right to goods of acceptable quality

Goods have to be fit for all the purposes for which they may be commonly used, have acceptable appearances and be safe and durable. If they have minor defects, businesses should be honest and inform consumers.

8. The right to rely on the seller

Goods should fulfill the purposes stated by the seller.

9. The right to competent and timely service

Service should be carried out with reasonable care and skill and where no time of completion has been agreed, should be completed within a reasonable time.

10. The right to pay an agreed price or a reasonable price

Where no price for a good or service has been agreed, you need only pay a reasonable price, i.e. what other suppliers would charge for the same or similar good or service.

11. The right to accurate weights and measurements

The consumer is entitled to receive the equivalent of the amount paid.

YOUR RESPONSIBILITIES

1. The responsibility to inform yourself

Seek as much information as possible, including quality, features and the price of competing products.

2. The responsibility to be wise

Shop around and compare prices and quality so that you get the best bargain.

3. The responsibility to be careful

Always read and ensure that you understand any warnings and product information. The product should be used as stated in the instructions.

4. The responsibility to speak up

If you observe breaches of the Consumer Protection Act CAP.326.D such as 'No Exchange No Refund' notices, bring it to the attention of the Commission.

5. The responsibility to go through the proper channels

Before contacting the Commission, submit a complaint letter and give the business 14 days to respond. Ensure you co-operate with reasonable processes and rules.

6. The responsibility to use educational material

The Commission provides consumer educational material to persons of all ages but it is up to you to use this information to make sound choices in the market place.

7. The responsibility to make the best choices

Compare the quality, features and prices of similar products.

8. The responsibility to inform the supplier of specific requirements needed

If the product is to be used for more than one purpose, make the supplier aware.

9. The responsibility to engage the services of competent persons to provide the service

Check previous work carried out by the supplier.

10. The responsibility to compare prices before purchasing

Before concluding a contract, make sure that the price is agreed in writing and the contract signed.

11. The responsibility to carry out necessary checks

Ensure that weighing instruments and fuel dispensers are set to zero before use.

In collaboration with the Department of Commerce & Consumer Affairs, the Office of Public Counsel, the National Initiative for Service Excellence and the Barbados National Standards Institute.