



# Activity A

## Comparative shopping chart

04.02.02

name: \_\_\_\_\_ date: \_\_\_\_\_

### Directions

Customize this chart and use it when you go comparative shopping on-line

Item: \_\_\_\_\_

	On-line source 1	On-line source 2	On-line source 3
Store			
Brand name			
Price			
Your budget limit			
Basic features			
Special features			
Warranty			
Store return policy			
Refund policy			
Exchange policy			
Other (service, shipping charges, selection)			



# Activity A

## Solving consumer problems

04.02.03

name: \_\_\_\_\_

date: \_\_\_\_\_

### Directions

For each of the following situations, put an X next to the action you would suggest to resolve these consumer concerns, and in your notebook give reasons for your responses.

1. Keno has taken in his new car for similar repairs several times in a row since buying his car ten months ago.
  - Return to store
  - Contact company
  - Contact consumer or government agency
  - Take legal action
  
2. Ariana was injured and needed medical assistance when using a fan she recently purchased.
  - Return to store
  - Contact consumer or government agency
  - Contact company
  - Take legal action
  
3. Ellis keeps getting phone calls offering him investment opportunities after telling the company to no longer call him.
  - Return to store
  - Contact company
  - Contact consumer or government agency
  - Take legal action
  
4. Olaf was charged the wrong price for several items at a local discount store.
  - Return to store
  - Contact company
  - Contact consumer or government agency
  - Take legal action
  
5. Tannis received a late payment notice for a credit account that she had paid off several months ago.
  - Return to store
  - Contact company
  - Contact consumer or government agency
  - Take legal action