***Consumer Rights & Responsibilities***

A consumer is an individual who buys products or services for his personal use and not for manufacture or resale. There are eight universal rights of a consumer.

1) Right to satisfaction of basic needs. This right guarantees access to essential goods and services: food, clothing, shelter, health care, education, public utilities, water and sanitation.

2) Right to safety. This is the right to be protected against the marketing of goods or the provision of services that are hazardous or dangerous to health and life.

3) Right to information. This is the right to be protected against dishonest or misleading advertisement or labelling; and the right to be given the facts and information needed to make an informed choice.

4) Right to choose. This is the right to be able to select from a range of products and services; offered at competitive prices with an assurance of satisfactory quality

5) The right to representation to be heard. Consumers have the right to have their interest represented in the making and execution of government policy, and in the development of products and services.

6) Right to redress. This is the right to receive a fair settlement of just claims, including compensation for misrepresentation, shoddy goods or unsatisfactory services.

7) The right to consumer education. This is the right to acquire the knowledge and skills needed to be an informed consumer.

8) Right to a healthy environment. This is the right to live and work in an environment that is neither threatening nor dangerous, and which permits a life of dignity and well-being.