



CONSUMER RIGHTS AND RESPONSIBILITIES

A **consumer** is any person who buys goods or services. Examples of goods are food, clothing, a car or a TV. Services include dry cleaning, car repairs or a meal in a restaurant. You may be a consumer when you buy groceries or open a bank account, order a telephone service, ride a bus, pay taxes or plan for a wedding.

The Canadian marketplace is very competitive. As a consumer, you will find many goods and services in the Canadian marketplace. As a consumer you have **the right** to expect the marketplace to be **fair**. You also have **the responsibility** in making it a **fair place for everyone**.

Competition Bureau Canada is the federal government agency that protects and promotes a competitive marketplace. It also helps consumers make informed choices in the marketplace. For more information, contact Competition Bureau Canada:

Toll-free: 1-800-348-5358

CONSUMER RIGHTS

Consumer rights are what every consumer should expect from people selling goods and services. For example, consumers should expect manufacturers and stores to honour warranties for goods they buy. Consumers should also only expect to pay for the services provided.

As a consumer, it is your **right** to:

- Be protected against goods and services that are hazardous to your health and well-being.
- Be given all the facts and information to help choose the best product.
- Be provided with opportunities to get the knowledge and skills for making informed decisions.
- Choose among a variety of products and services of good quality.
- Receive compensation - a fair settlement (or your money back) to make up for unsatisfactory goods or services.
- Live in a healthy environment.
- Have a say and take part in making government policies for the marketplace

