

Answer Key

Kim's Camera



Instructions:

Use the following table to analyze Kim's case. Assess every aspect of the case based on the excerpts below from the *Consumer Protection Act*. Explain what an informed consumer could do in this situation.

Aspect of case	Correct or incorrect?	Justify your answer.	What should an informed consumer do in this situation?
When the merchant offers Kim the one-year additional warranty, he gives her all the information needed about the warranty provided by the camera manufacturer and the additional warranty he can sell her for another \$40.	/	<ul style="list-style-type: none"> – <i>The merchant must first inform the consumer both verbally and in writing that the statutory warranty exists.</i> – <i>Goods forming the object of a contract must be fit for the purposes for which goods of that kind are ordinarily used. (section 37)</i> – <i>Goods forming the object of a contract must be durable in normal use for a reasonable length of time, having regard to their price, the terms of the contract and the conditions of their use. (section 38)</i> 	<ul style="list-style-type: none"> – <i>Check – Ask the merchant questions about the statutory warranty.</i> – <i>Ask the merchant questions about the content of the additional warranty that is being proposed.</i> – <i>Read the warranty contract before purchase.</i> – <i>File a complaint with the Office de la protection du consommateur.</i>
Kim also has to pay \$15 in shipping charges to send the camera to the manufacturer.	/	<ul style="list-style-type: none"> – <i>Items worth \$10 or less must be given to the consumer free of charge.</i> 	
The merchant tells Kim about the flash is covered by the warranty, but she will have to pay \$10 to replace it.	/	<ul style="list-style-type: none"> – <i>No costs may be claimed from a consumer by the merchant or manufacturer when executing a conventional warranty unless that amount payable is specifically indicated in the document explaining the warranty.</i> 	