

Charter of Consumer Rights

The Eight International Consumer Rights & Responsibilities + One

1) Basic Needs

- The **right** to basic goods and services which guarantee survival.
- The **responsibility** to use these goods and services appropriately. To take action to ensure that basic needs are available.

2) Safety

- The **right** to be protected against goods or services that are hazardous to health and life.
- The **responsibility** to read instructions and take precautions. To take action to choose safety equipment, use products as instructed, and teach safety to children.

3) Information

- The **right** to be given the facts needed to make an informed choice, to be protected against misleading advertising or labelling.
- The **responsibility** to search out and use available information. To take action to read and follow labels and research before purchase.

4) Choice

- The **right** to choose products and services at competitive prices with an assurance of satisfactory quality.
- The **responsibility** to make informed and responsible choices. To take action to resist high-pressure sales and to comparison shop.

5) Representation

- The **right** to express consumer interests in the making of decisions.
- The **responsibility** to make opinions known. To take action to join an association such as the Consumers Council to make your voice heard and to encourage others to participate.

6) Redress

- The **right** to be compensated for misrepresentation, shoddy goods or unsatisfactory services.
- The **responsibility** to fight for the quality that should be provided. Take action by complaining effectively and refusing to accept shoddy workmanship.

7) Consumer Education

- The **right** to acquire the knowledge and skills necessary to be an informed consumer.
- The **responsibility** to take advantage of consumer opportunities. Take action by attending seminars and workshops, work to ensure consumer education takes place in schools.

8) Healthy Environment

- 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.

- The **responsibility** to minimize environmental damage through careful choice and use of consumer goods and services. Take action to reduce waste, to reuse products whenever possible, and to recycle whenever possible.

PLUS - Privacy

- The **right** to privacy, particularly as it applies to personal information.
- The **responsibility** to know how information will be used and to divulge personal information only when appropriate.

(from Consumers Council of Canada website - www.consumerscouncil.com)