

## Worksheet 1.16c: How can consumers get support when they've been treated unfairly?

What would you suggest the people do in each scenario below?

1. **Olivia** bought a chocolate bar from the corner shop on her street. When she opened it, an hour later, she noticed it was mouldy.

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2. **Keiksha** paid £25,000 for a brand-new car. By the time she'd noticed a leak coming through the roof, her laptop was ruined. The owner of the garage swore at her when she asked to have the car fixed or exchanged, accusing her of causing the leak (which she didn't).

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3. **Mikel** bought gym membership from a well-known national gym. The last three times he's been, the swimming pool has had litter floating in it and has been painfully cold. He's complained to the manager twice, but she changed the subject both times.

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4. **Toni** bought an expensive medical textbook online from a small independent bookshop. The last four chapters are in Russian instead of English.

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5. **Harry** hired an expensive caterer from a popular restaurant chain to make food for his mum's 40th birthday. The caterer only brought enough food for half of the guests. He also didn't do any of the washing up, or bring a birthday cake, despite agreeing to these things in the contract.

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