



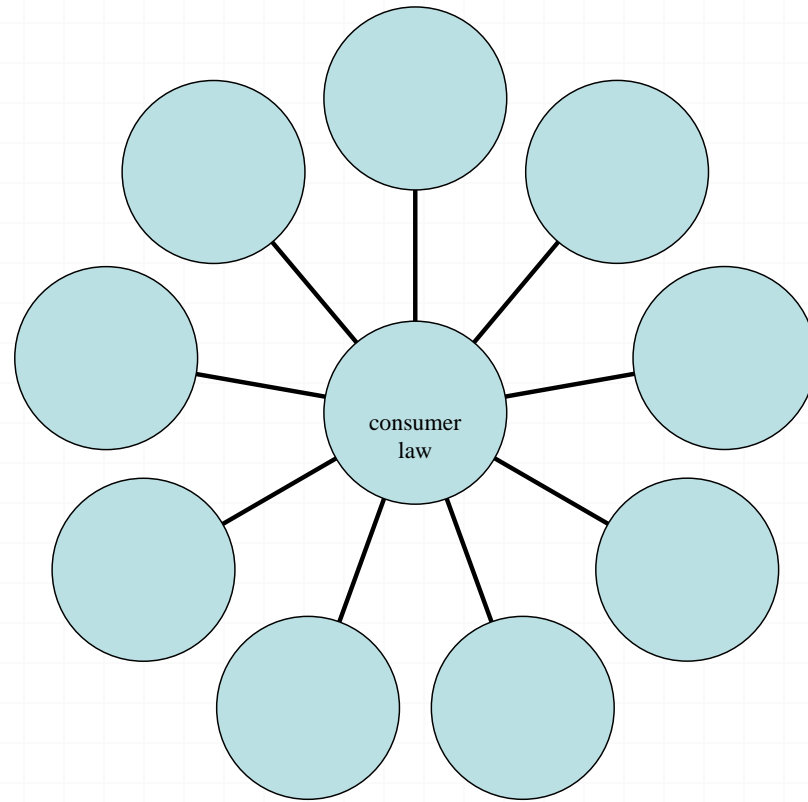
# The Law and Consumers

English for Lawyers I.3

# Powell: Find the equivalent

Czech	English
nespokojený spotřebitel	<i>discontented consumer</i>
stížnost	<i>complaint</i>
(smluvní) podmínky vyplývající ze zákona	<i>implied terms</i>
osvobuzující doložka	<i>exemption clause</i>
právní odpovědnost výrobce za výrobek	<i>product liability</i>
smluvní podmínky pro poskytování služeb	<i>intermediate stipulations</i>
zadržovat důležité informace	<i>withhold important information</i>

Think about the areas and consumer issues that might be governed by consumer law and legal principles that are particularly relevant to consumer matters:



# Consumer law

- ◊ definition
- ◊ buying x selling goods
- ◊ providing services
- ◊ consumer protection
- ◊ product liability
- ◊ relevant legislation
- ◊ how to sue; how to claim the rights
- ◊ law of tort
- ◊ law of contract

# Tell me...

- o What goods have you bought recently?
- o What are services?
- o Have you bought any faulty goods?
- o What was wrong?
- o Did you complain? What did you do?
- o Have you ever taken anything back to a shop?
- o Did they exchange it?
- o Did they refund your money?
- o Did they ask to see the receipt?

**Do you know your  
consumer rights?**

# Do you know your consumer rights?

1.

You buy a new CD for your daughter's birthday present. When she opens it, the disc is by a different group. The shop has run out of the one you want and says you can have a credit note permitting you to buy goods in the shop to the same value but not a refund. They are right.

*TRUE OR FALSE ?*

# Do you know your consumer rights?

2.

You buy a casserole dish in a sale. It is labelled 'seconds' and is half of the original price. The first time you put it in the oven it falls to pieces. You cannot ask for your money back because you knew it was imperfect when you bought it.

*TRUE OR FALSE ?*



# Do you know your consumer rights?

3.

You buy a new kettle. When you get it home, you wish you'd bought a cordless one instead. You try to change it but the shop refuses. The shop is within its rights.

*TRUE OR FALSE ?*

# Do you know your consumer rights?

4.

You cannot get a refund on faulty goods if you have not got the receipt.

*TRUE OR FALSE ?*

# Do you know your consumer rights?

5.

You order and pay for a new swimming costume which you tell the mail order firm you want for your holiday in five weeks' time. It has not arrived by then. You can cancel your order and get your money back.

*TRUE OR FALSE ?*

# Do you know your consumer rights?

6.

You book a table for four at a restaurant but decide you'd rather stay at home. You don't bother to tell the restaurant, which then takes you to court for the profit on four meals. It is entitled to do this.

*TRUE OR FALSE ?*

# Do you know your consumer rights?

7.

You buy a present for your aunt, who discovers it is faulty. She is entitled to compensation if she takes it back to the shop where you bought it.

*TRUE OR FALSE ?*

# Do you know your consumer rights?

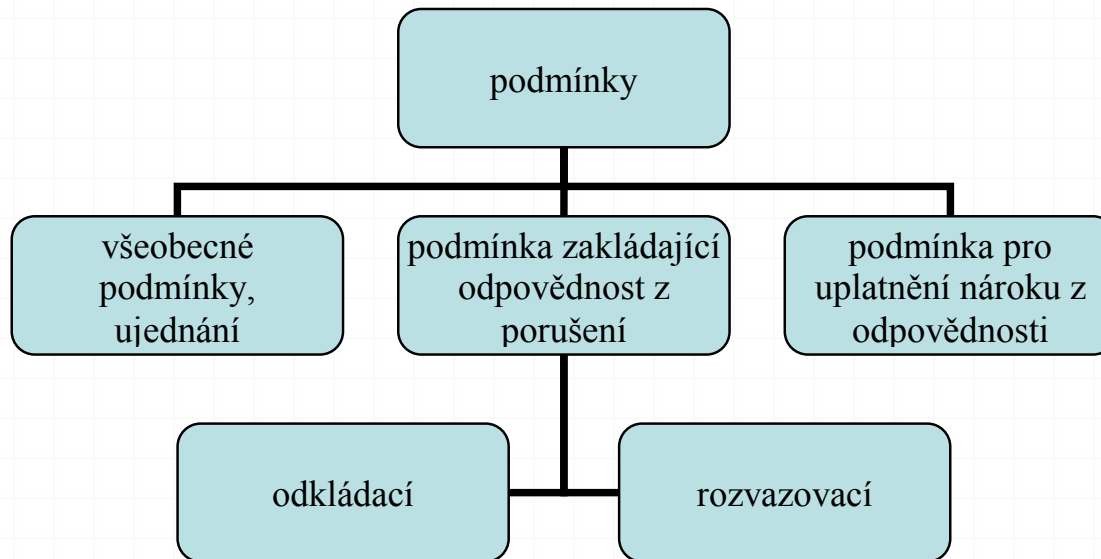
8.

You need a new bed and want to pay on credit. The shop refuses you a loan and will not tell you why. It is within its rights.

*TRUE OR FALSE ?*

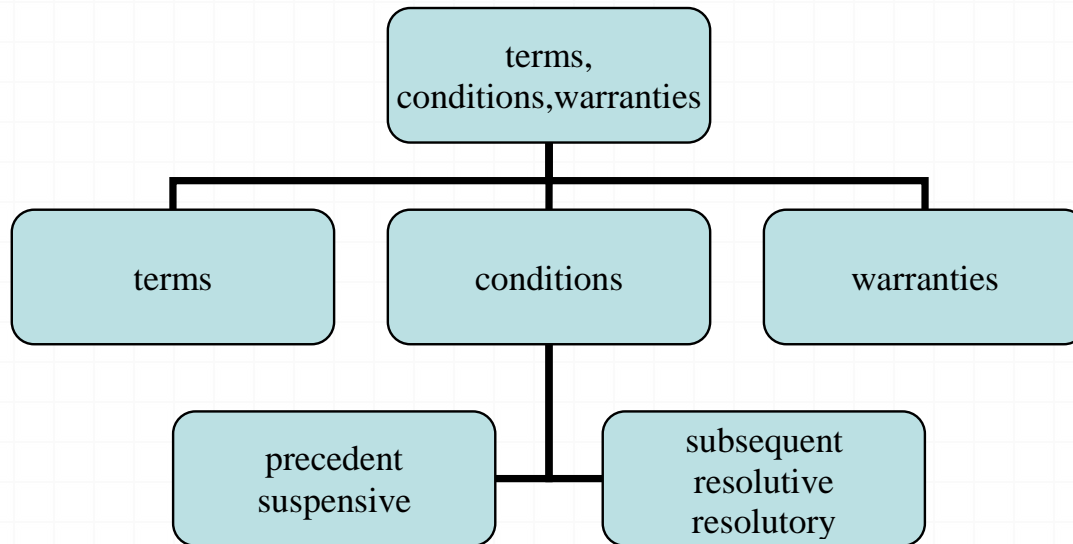
# Word formation

# Podmínky





# Terms, Conditions, Warranties



# Text: Chromá

- o statutory requirement
- o Statute of Frauds
- o occur
- o be concerned with
- o Statute of limitations
- o commence
- o accrue
- o warranty
- o law on tolling of the statute

# Case Brief

# References

- o [www.google.com](http://www.google.com)
- o Chromá, M. *New Introduction to Legal English Volume I*. Praha : Nakladatelství Karolinum, 2003. 562 p.
- o Krois-Linder, A. *International Legal English*. Cambridge University Press, 2006. 320p.
- o Powell, R. *Law Today*. Longman Group UK Limited, 1993. 128p

Thank you!

