

Consumers Take Charge!



Know Your Consumer Rights

- ✓ **The Right To Be Informed:** To be given truthful and honest information about the goods and services, stores policies, warranties, guarantees, labeling standards to assist the consumer in making wise purchasing decisions.
- ✓ **The Right To Choose:** To be able to select from a range of products and services offered at competitive prices with an assurance of satisfactory quality.
- ✓ **The Right To Safety:** To be protected against products and production processes which are hazardous to life and health.
- ✓ **The Right To Be Heard:** To complain if one is dissatisfied about a product or service.
- ✓ **The Right To Satisfaction Of Basic Needs:** To have access to basic essential foods and services; adequate food, clothing, shelter, health care, education and sanitation.
- ✓ **The Right To Redress:** The right to a fair settlement of just claims including compensation for misrepresentation, shoddy goods or unsatisfactory services.
- ✓ **The Right To Consumer Education:** The right to acquire the knowledge and skills to be an informed and assertive consumer.
- ✓ **The Right To A Healthy Environment:** The right to a physical environment that will enhance the quality of life.



Consumer Affairs Department, Ministry of Trade, Industry, Commerce and Consumer Affairs
4th Floor, Heraldine Rock Building, Waterfront, Castries, Tel: 4684227/4231