Teacher Answer Key

Case Study

1. The right to safety is violated because the heater was hazardous to health and life, melting rather than shutting down as designed. The right to be informed is also violated because the box advertised an automatic shutoff feature that did not function, which is dishonest labeling, and the right to redress entitles her to a fair remedy even after the store's return window closed.

2. She should escalate in writing to the manufacturer's corporate customer service with dates, the receipt, and photographs, then file with the Consumer Product Safety Commission, which handles product safety and recalls. Reporting matters beyond her refund because a company cannot fix a defect nobody reported, and the reading notes that unreported problems are why some recalls arrive years too late.

Multiple Choice

1. A

2. B

3. C

Matching

1-B, 2-A, 3-E, 4-C, 5-D

Fill-in-the-Blank

1) caveat, 2) Kennedy, 3) redress

Short Answer (Sample Responses)

Q1: Buyers and sellers do not have equal information, and a marketplace where the seller knows everything and the buyer knows nothing does not actually function. Each right closes that information gap somewhere, which is why safety standards, labeling requirements, and the ability to seek a remedy all exist.

Q2: The Bureau is a private nonprofit that mediates complaints and publishes ratings but has no authority to compel any company to act. A consumer who believes it is a regulator may stop there and never reach the agency that could actually require a recall or penalty.

Q3: Start with the seller, then escalate in writing to corporate customer service with dates and copies of receipts, then file with the appropriate agency or the state attorney general. Persistence matters because most consumers stop after the first

refusal and companies know it, so the complaints that get resolved are usually the ones that continue.