

Past Paper Questions for Chapter 2**Consumer Conflict**

- (a) Sale of Goods and Supply of Services Act 1980
- (b) Competition and Consumer Protection Commission (CCPC)
- (c) Small Claims Court & Ombudsman for Public Services

2018 – Q1 Short

Q1 Fill in the appropriate words to complete each of the following statements.

- (i) R_____, replacements and repairs are forms of redress available to a consumer under the Sale of Goods and Supply of Services Act 1980.
- (ii) The _____ provides a solution to consumer conflicts and can award compensation up to €2,000.
- (iii) The term merchantable quality in consumer law implies that consumer products are of a reasonable quality having regard to their _____.
- (iv) The _____ is responsible for investigating, enforcing and encouraging compliance with consumer law.
- (v) The Sale of Goods and Supply of Services Act 1980 states that all providers of services will supply a service with _____.

2013 Q2 Short

- (a) What do the letters NCA stand for?
- (b) Outline two functions of the NCA. (10 marks)

1.

2.

(a) Sale of Goods and Supply of Services Act 1980**2014 Q1 (C)**

Outline a consumer's legal rights under the terms of the *Sale of Goods and Supply of Services Act 1980* with reference to any three of the following:

- (i) Merchantable Quality (ii) Guarantees
(iii) Signs limiting consumer rights (iv) Unsolicited Goods (20 marks)

(i) Merchantable Quality

(ii) Guarantees

(iii) Signs limiting consumer rights

(iv) Unsolicited Goods

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2017 Q1 (C)

Read the information supplied and answer the questions which follow.

Samsung Electronics abandoned its Galaxy Note 7 smartphone after customers reported that phone batteries were prone to catching fire.

Source: adapted from Irish Independent, October 2016

- (i) Name the act which protects consumers who purchased the Samsung Galaxy Note 7.
- (ii) Outline three provisions of the act regarding a consumer's statutory (legal) rights in relation to the Samsung Galaxy Note 7.

(i) _____

(ii)

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(b) Competition and Consumer Protection Commission (CCPC)

(CCPC is the newest version of the NCA)

2016 Q1 (C)

Evaluate the functions of the NCA (CCPC) with regard to protecting the interests of consumers. (20m)

2012 Q1 (C)

Evaluate the role and functions of the National Consumer Agency (NCA) in protecting consumers. (20 marks)

Evaluation: in my opinion

(c) Small Claims Court & Ombudsman for Public Services

2010 Q1 (B)

Evaluate the role of each of the following in protecting consumers:

- (i) The Small Claims Court.
- (ii) The Office of the Ombudsman for Public Services. (20 marks)

(Also 2013 Q1 (B) - Evaluate any two of the following legislative approaches to solving conflict: (i) Small Claims Court.)

- (i) The Small Claims Court.

Evaluation: in my opinion

- (ii) The Office of the Ombudsman for Public Services

Evaluation: in my opinion
