

## YOUR RIGHTS AS A CONSUMER

This fact sheet is aimed at identifying what your rights as a consumer are as recognised by the United Nations.

### Your Consumer Rights

We are all consumers and, as consumers, we all have rights.

Consumers have eight basic rights recognised by the United Nations. These rights originated from former US President JF Kennedy's 1962 declaration of four basic consumer rights:

- the right to safety; the right to be informed; the right to choose; and the right to be heard.

The International Organisation of Consumer Unions has since added four more rights:

- the right to redress; the right to satisfaction of basic needs; the right to consumer education; and the right to a healthy environment.

### The Eight Consumer Rights

#### The Right to Safety

To be protected against products, production methods and services which are hazardous to health or life.

#### The Right to be Informed

To be given the facts needed to make an informed choice, to be protected against dishonest or misleading advertising and labelling.

#### 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 be Heard**

To have consumer interests represented in the making and execution of government policy, and in the development of products and services.

### **The Right to Redress**

To receive a fair settlement of just claims, including compensation for faulty goods, misrepresentation or unsatisfactory services.

### **The Right to Consumer Education**

To acquire knowledge and skills needed to make informed choices about goods and services, while being aware of basic rights and responsibilities.

### **The Right to a Healthy Environment**

To live and work in an environment which is non-threatening to the well-being of present and future generations

### **The Right to Satisfaction of Basic Needs**

To have access to basic and essential goods and services: adequate food, clothing, shelter, health care, education and sanitation.