

Discuss the options and make each choice as a group.
Fill in the sheet as you go. Think "What would a Savvy Consumer do?"



Goal: Weekly Food Shop

You live alone and need food for the week ahead.

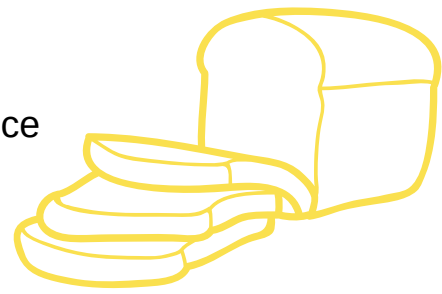
Go to a cheap supermarket

Go to a luxury supermarket

What are some pros and cons of shopping at a cheaper supermarket? How about a luxury one?

OFFER

Buy 1 loaf, of bread and get 1 half-price



Great. I can always put the other loaf in the freezer

No thanks. I only need one loaf.

Why did you choose your answer?



You need to buy pasta.
How much do you buy?

250g

£2.10 per kg

500g

£1.70 per kg

1kg

£1.20 per kg

What are the advantages of the smaller bag? How about the biggest?

You get home and realise the bread is mouldy.
What do you do?

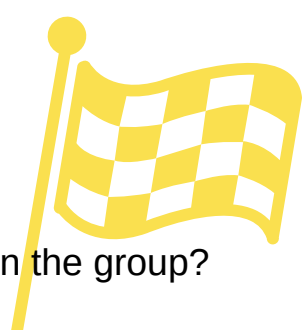
What do you think your consumer rights are in this situation? Why?

I will take it back and exchange it for a new loaf, or ask for a refund.

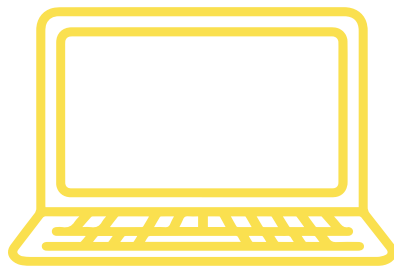
I'll just buy a new loaf; it's not worth the time and hassle to complain.

You have completed your shop!

Are you happy with your choices? Were there disagreements in the group?
How savvy were you?



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Goal: Buy a New Laptop

Your laptop is broken and you need it for university work

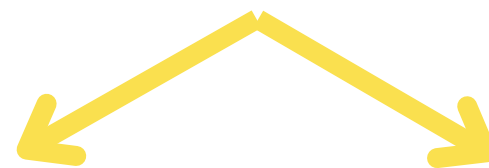
Research different laptops online and in shops

Go to a shop and buy what the expert who works there recommends

Do you usually research before making a purchase? Why/why not?



You can buy a top of the range model with a **£100 discount**



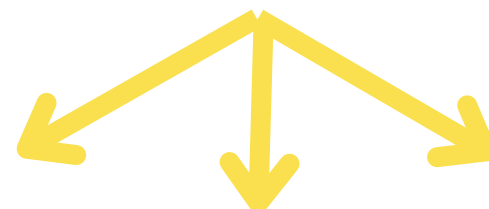
It's now **£849** so that is a good deal for top of the range

I don't need a top of the range model; I'll try and stick to a **£500** laptop

Is buying a top of the range model a priority for you? Why/why not?



The shop has offered you a care plan for **£9.99 per month** in case something breaks or gets lost



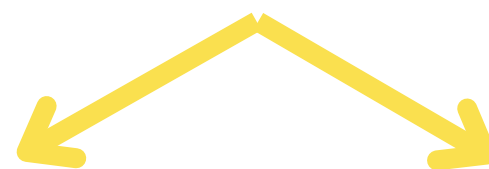
What would you do if your most valuable possession were to break? Could you afford to replace it?

This is a great idea, I am so clumsy so would get a free replacement

I'll risk it. I can afford to replace it if I need to

I will look at other options; it may be covered by my contents insurance

6 months later and the screen has cracked. What do you do?



I didn't drop it so the laptop must be faulty, I'll exchange it.

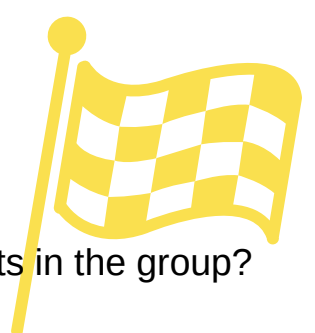
I think it's my fault so I'll pay to fix it

What do you think your consumer rights are in this situation? Why?



You have got a laptop!

Are you happy with your choices? Were there disagreements in the group?
How savvy were you?



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Goal: Buy a New Pair of Glasses

Your eyesight has got worse so you need new glasses



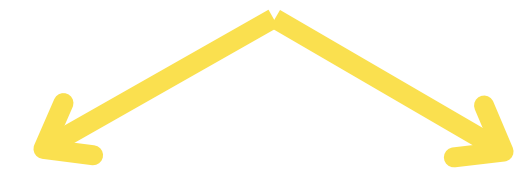
Go to a designer shop to buy glasses

Go to a shop that sells a range of glasses

Why did you make this decision?



You can get **2 for 1** on glasses that cost **£70 or more**



Wow, two pairs of glasses for **£70**? Yes please!

I don't need two pairs, so I'll just buy 1 pair for **£45**

What are the advantages of having two pairs? And the disadvantages?



You can get an anti-glare coating on the glasses for an extra **£10**



Why do you think companies offer add-ons like this?

Perfect for me, as screens give me headaches!

Not necessary for me, as mine are just for reading



You put your new glasses on 2 months later and they've snapped



What do you think your consumer rights are here? Do you usually keep receipts?

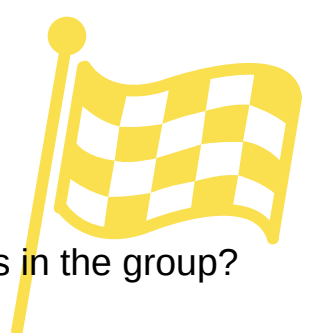
I'll dig out the receipt and see if I can get them exchanged

I never keep receipts, so I don't think there's anything I can do



You have got some specs!

Are you happy with your choices? Were there disagreements in the group?
How savvy were you?



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Goal: Buy a Holiday

You have decided to go to Spain for one week

Package holidays look good as everything's included

I prefer to research and book everything myself

What are the pros/cons of a package holiday?



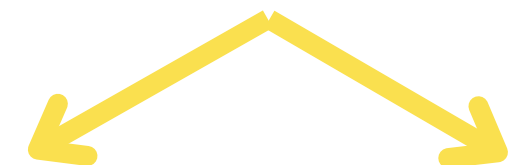
You'll need to get some Euros for your holiday



I'll get Euros at the airport; it's easier **£500 = €552**

I'll research and get them in advance **£500 = €580**

Why do you think the cost is higher at the airport?



Your flight is delayed by **4 hours** due to the crew being late

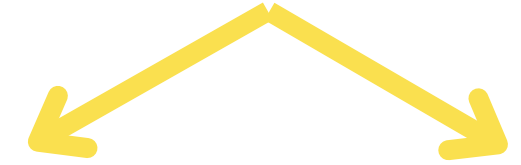
I'll complain and try to claim compensation

I'll leave it, as these things happen

What do you think your consumer rights are here? What would you do?



You will need to get from the airport to your hotel

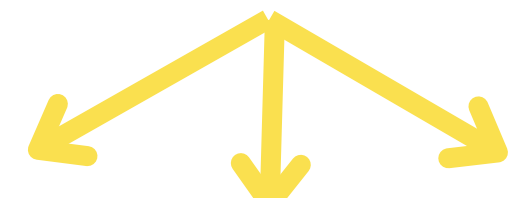


The hotel I booked included this in the price so it's all sorted

I never really look into these things; I'll probably get a taxi

I've researched and there's a free shuttle bus that goes right to my hotel

What are the advantages of your choice? And the disadvantages?



You went on holiday!

Are you happy with your choices? Were there disagreements in the group?
How savvy were you?

