

Consumer Protection

Mr. A. R. Walker, Commercial Liaison Officer, Business Practices Division, Ministry of Consumer and Commercial Relations challenged all to shop around and, read before buying.

Prime requisites before purchasing.

1. *Think—Is it a necessity? Is there a need? You must be satisfied?*
2. *Read labels—People really don't read advertising or messages, or fine lines. Don't be taken in.*
3. *Understand guarantee—Then shop around, check price, quality etc. Make comparisons.*
4. *Ask questions. Why? Be a tough critic, learn to say no.*
5. *Hold your own cards. As a consumer don't take chances or gamble—make wise decisions.*
6. *Become an educated consumer—Get facts before you act.*
7. *Check seller's reliability.*
8. *Never never put signature on contract until you feel you have all the answers.*

Don't leave it up to the other fellow. We all must assume responsibility it is difficult for the average person to ward off the "con" artist, he is a highly trained individual.

Remember the honest legitimate business man appreciates a wise consumer.

There is a steady flow of consumer legislation continually being updated but what good is it if we don't know anything about it. If we don't know what the laws are or how to use Consumer Protection it is of little assistance.

The Consumer and Commercial Relations Ministry have pamphlets and copies of the Business Practices Act available.

How To Complain

- 1—*Go to store and have personal discussion with management.*
- 2—*Complain in writing.*
- 3—*Address letter to president or someone in authority.*
- 4—*Always sign letter.*
- 5—*Give proper address.*
- 6—*If all else fails approach a government agency, better business bureau.*
- 7—*Attach copies of document. KEEP original.*

Consumer must learn to exercise rights, the laws are there to assist. If the consumer does not know the answers, then know where to go for assistance.



Simcoe County House Logs displayed by Board Directors, Mrs. Don Hennessy and Mrs. Donald Jacobs.



Shuttle bus service is great!



Officers' Conference Secretary Treasurer Mrs. Grace Campbell and A. R. Walker, Commercial Relations Officer, special speaker from Ontario Ministry of Consumer and Commercial Relations.



Hastings County members at Waterloo, L-R Mrs. Jean Chapman, Hastings West; Mrs. Lillian McCoy and Mrs. Jean Tokley both from Hastings North.