**Consumer Redress**   
Activities   
**1.Explain what you must do to make a formal complaint?**

You must put your complaint in writing and write about what problem you have. Try to keep calm because if you blow it out of proportion it may make a situation worse.   
  
**2.‘Sorry. No exchange/refunds.’ Explain under what circumstances a sign like this is invalid?**

In some circumstances, a retailer cannot refuse to give you a refund or exchange. If the goods are different or not what they were advertised as or from how they are labelled. If they were faulty when manufactured or it does not do what you were told they would do, then you can seek for a refund or exchange.   
  
**3.You buy a CD without hearing it first. The disc is not faulty, but when you play it you realise you do not like the style of music. Are you entitled to a refund? Why or why not?**

You are not entitled for a refund just because you didn’t like it you made the contract when you bought it so you should’ve tried it or heard it before you purchased it.   
  
**4.Explain why losing your temper when asking for a refund or exchange will only make the situation worse?**

It will make it worse because coming across as an angry person and with frustration may aggravate the retailer and so making them not like you and a lesser chance of them wanting to give you a refund or exchange.