

**Consumer Trust: How do you know who you can trust?**

The internet has changed the way that consumers interact with businesses. There are numerous trust schemes, which offer ratings, reviews and 'approval' for products and services. These influence levels of trust and the way we make choices. Do your research and stay informed.

**Redress**

Redress is a remedy or compensation for a wrong or grievance.

**Redress comes in three forms:**

Repair, Refund or Replacement

**FAQs**

**I bought an item and have changed my mind. Does the store owner have to give me a refund?**

If you change your mind after purchase, simply because you decide you no longer want the product, the vendor does not have to provide a refund. Consumers have the right to return goods and seek redress, under the law, if the goods are damaged, defective, or not fit for the purpose for which they were purchased.

**What items fall within the Government's Food Basket?**

Chicken (Frozen), Meats (Frozen), Fish (Frozen), Meat salted and in brine, Fish salted and in brine, Vienna sausage, Fresh fruits and vegetables, Cooking oil, Cereal, Corn Meal, Rice, Cheese, Pasta Products, Magarine, Butter, Lard and substitutes, Peas, Sardines and Tuna, Disposable Diapers (Adults and Children), Toilet paper, Toothpaste, Detergent, Soap  
Antihistamines, Hypertensive agents, Antidiabetic agents, Miotics (Ventolyn),  
Anti-cholesterol drugs, Glaucoma drugs

**Can I put up a notice saying NO REFUNDS?**

These notices are illegal; businesses cannot take away the customer's right. The same applies to items on sale.

**Food for Thought:**

**The purchasing ability of the consumer has a direct correlation with the price of products or services offered by a business.**

**A basic concept in economics is that price depends on how willing consumers are to buy something else.**

**Exercise your Rights!**



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**Ministry of International Trade,  
Industry & Commerce and  
Consumer Affairs**



**CONSUMER AFFAIRS  
DEPARTMENT  
ST. KITTS & NEVIS**

**Do you know your  
Rights and Responsibilities  
as a consumer?**

## Consumer Rights

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## Responsibilities of the Consumer

### THE RIGHT TO A HEALTHY ENVIRONMENT

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

### THE RIGHT TO CONSUMER EDUCATION

to acquire knowledge and skills needed to make informed, confident choices about goods and services, while being aware of basic consumer rights and responsibilities and how to act on them

### THE RIGHT TO REDRESS

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

### 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 SATISFACTION OF BASIC NEEDS

To have access to basic, essential goods and services such as adequate food, clothing, shelter, health care, education, public utilities, water, and sanitation

### THE RIGHT TO SAFETY

To be protected against products, production processes and services that are hazardous to health or life

### THE RIGHT TO BE INFORMED

To be given the facts needed to make an informed choice, and 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 Responsibility to Be Informed** - Responsible consumers know what they are buying. When you shop for food, read the labels for nutritional facts. When you shop for clothes, read the labels to find out what materials they are made of and the cleaning instructions.

**The Responsibility to Choose Carefully** - Responsible consumers make comparisons to find the best product or service at the best price. Which electronics company offers the best guarantee? Which cars have the best record for reliability? Which computer will best fit your budget and your needs?

**The Responsibility to Use Products Safely** - Consumers must follow the instructions provided in product manuals or other materials on the safe use of products. For example, a consumer must read the label of a cold remedy to find out its recommended dosage.

**The Responsibility to Speak Out** - Consumers can let a business know if they are dissatisfied with their products or policies. Consumers also have a responsibility to report unfair, unsafe, and illegal business practices. This helps to protect other consumers from problems. Consumers can file a complaint with the Consumer Affairs Department if they genuinely feel that a business is trying to deceive them or take advantage of their rights.

**The Responsibility to Seek a Remedy** - You have a responsibility to seek a remedy for a defective product. If you plan to exchange an item or get a refund, you must take back the item, the receipt, and any warranties or guarantees that came with it.