



CONSUMER RIGHTS AND PROTECTION

1. If you buy shoes online and they don't fit, what can you do within 14 days?

- A. Keep them, no options
- B. Return them and get your money back
- C. Pay extra to exchange

2. What happens if a charger you bought is unsafe and overheats?

- A. You must keep using it
- B. It can be recalled EU-wide for safety
- C. The shop can sell it anyway

3. You order a game online, but it never arrives. What can you do?

- A. Complain through your local ADR platform and request a refund
- B. Wait forever with no action
- C. Only complain to friends

4. You see a phone offer “€10/month,” but in the small print it adds €10 extra fees.

What is the smart move?

- A. Sign quickly before the deal ends
- B. Read carefully, calculate real cost, and maybe choose another plan
- C. Trust the ad without checking

5. You get €100 as a gift. Which is a financially smart decision?

- A. Spend it all right away
- B. Save part of it and use part for something you want
- C. Lend it to a stranger online promising “double your money”



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