

## • The Right to Redress

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

## • 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 a Healthy Environment

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

*"Improving consumer awareness and encouraging responsible and informed consumer choice and behavior"*

## Complain Successfully!



Complain immediately when you realize you have a defective good.



Do not wait until the warranty period has expired before you make a complaint.



Write a letter or explain the problem in writing.



If writing a letter, clearly state the problem in bulleted form. Note the date on which the problem occurred.



Ensure that you have all your receipts and other documents related to the complaint.



If making a complaint in person, clearly and courteously state your problem to the Store's personnel.



Do not get Angry!



If you are not satisfied with the Store's response call...

**0-800-283-5587**



Power Lane  
City of Belmopan, Belize

Phone: 501-822-0446/7  
Hotline: 0-800-283-5587  
Fax: 501-822-2571  
E-mail: [bbs@btl.net](mailto:bbs@btl.net)  
Website: [www.bbs.gov.bz](http://www.bbs.gov.bz)

 Belize Bureau  
of Standards



# Consumer Protection

## What is Consumer Protection?

Consumer Protection is safeguarding the interest of consumers in relation to the supply of goods and the provision of services in order to ensure protection of life, health and safety of consumers.

### Who is a Consumer?



A consumer is a person who acquires a good, employs a service, or occupies an accommodation for his/her own personal use or private consumption.

### Functions of the Consumer Protection:

- To provide advice to consumers regarding prices, quality, and safe use of products through the dissemination of information as it relates to Consumer Rights and Responsibilities;
- To protect consumers from unfair, improper practices, misleading and unfair business conduct
- To provide an accessible, consistent and effective system of redress

## How to Make a Complaint?

Call the Consumer Protection Hotline at:

**0-800-2-TELL-US**  
**or**  
**0-800-283-5587**

### Consumer's Responsibilities:

- Shop Wisely and Carefully
- Understand the Terms of Sale
- Read & Follow Instructions
- Get Guarantees in Writing
- Ask for and Save Receipts
- Ask Questions at the Point of Purchase

### Consumer Rights:

- The Right to Satisfaction of Basic Needs
- The Right to Safety
- The Right to be Informed
- The Right to Choose
- The Right to be Heard
- The Right to Redress
- The Right to Consumer Education
- The Right to a Healthy Environment

#### • The Right to Satisfaction of Basic Needs

To have access to basic, essential goods and services: adequate food, clothing, shelter, healthcare and sanitation.

#### • The Right to Safety

To be protected against products, production processes and services, which are hazardous to health and 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 labeling.

#### • 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 Right to be Heard

To have consumer's interest represented in the making and execution of Government policies, and in the development of products and services.