

Expensive "Free" Samples

Student Worksheet

NAME:

GROUP:

INSTRUCTIONS

Using the text titled *Expensive "Free" Samples* and the pages to which links are provided, answer the following questions.

- 1. Before Vincent confirmed his online purchase of athletic products, what information was the merchant required to provide?

Answer:

- 2. After Vincent's purchase, how long did the merchant have to send him a written contract?

- ☐ The merchant was not required to send him a contract, unless he had asked for one.
- ☐ No deadlines; the merchant is required to send the contract immediately after the purchase.
- ☐ 7 days.
- ☐ 15 days.
- ☐ 30 days.

➤ **3. Vincent wants to cancel a purchase he made online. As the merchant did not clearly indicate to him that he was required to pay for products every month, Vincent could, under certain conditions, cancel his purchase and be reimbursed. In his case, how much time does he have to cancel his purchase?**

- ☐ 7 days after receiving his copy of the contract.
- ☐ 7 days after receiving his credit card statement.
- ☐ 30 days after the purchase.
- ☐ He can cancel his purchase at any time before receiving the goods or services.

➤ **4. Like Vincent, you want to cancel a purchase made online for which the merchant has not fulfilled his obligations. What steps should you take?**

Answer:

➤ **5. If you fulfill the conditions to cancel an online purchase, when does this cancellation come into effect?**

Answer:

➤ 6. After sending the cancellation notice, how many days does the merchant have to reimburse you?

- ☐ 7 days.
- ☐ 15 days.
- ☐ 30 days.

➤ 7. Who will pay the shipping fees to return the goods?

Answer:

➤ 8. What is a chargeback request?

Answer:

➤ 9. What conditions would Vincent have to fulfill and which steps would he have to take to be entitled to file a chargeback request?

Answer:

REMINDER!

A consumer can send the merchant a verbal or written cancellation notice. It is recommended the consumer keep proof of sending this notice, such as a recording or an email.

➤ **10. A chargeback request must be submitted in writing. What must it include?**

Answer:

➤ **11. If the merchant fails to reimburse Vincent within 15 days after cancelling his purchase paid by credit card, how many days does he have to file a chargeback request with the company that issued the credit card?**

- ☐ 7 days.
- ☐ 30 days.
- ☐ 60 days.
- ☐ 90 days.