

Consumer Law

A Day in the Life of Tommy Trouble

What Consumer Law should Tommy have known about in each of the six examples below? You may need to give the same answer to more than one question.

1. The day started badly for Tommy. He awoke early looking forward to a nice cooked breakfast. Disaster struck – as he cracked an egg into the pan he noticed a horrible smell! The eggs were rotten and he had only bought them yesterday and the sell-by date wasn't up until a week's time.
2. It was Saturday, so Tommy decided to get dressed and go into town and buy himself the new shirt he had seen in 'Trendy Clobber'. His face fell though when he took the shirt out of the bag when he got home. The label on the packaging described the shirt as 'white' and yet it turned out to be a nasty shade of blue. Things weren't going well at all.
3. Back to town he went. It was time to cheer himself up. He decided that as the sales were on he would treat himself to a new CD player. The advert on the window read: 'Only £100 – reduced from £135. Bargain of the century!!' Tommy did wonder at that – he walked past the shop every day to work and to his knowledge it had never been £135, although it had been £120 a few months earlier.
4. Feeling pleased with his bargain, Tommy decided to pop into the Snack Attack for a burger. He ordered a Snack Special – 100% beef burger with all the trimmings. Imagine his horror when his first bite revealed half a large worm hanging onto the lettuce.
5. Could the day get much worse? Tommy decided not to take any more chances and nipped into his local pub for a shot of whiskey. Strange, the whiskey looked much less than normal and the landlord was looking at him in a suspicious way.
6. At last at home he could relax. He put in his new CD player. Funny – it wouldn't work...