



2014 Consumer Action Handbook

US General Services Administration

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In today's fast changing world, the consumer needs to be well informed about his rights and responsibilities. This Handbook is a complete reference to all the required information, relevant offices, authorities and department that we can contact to get help if needed. The understanding by every individual of their rights as a consumer in regards to products and services that are marketed and sold to them is termed as Consumer Rights. The concept involves four categories which includes safety, choice, information and the rights to be heard. In US the first declaration of consumer rights was established in 1962

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