

Introduction

How to Use this Guide

A Consumer Guide for Newcomers in Manitoba was written by the Consumers' Association of Canada, Manitoba branch. It is designed for newcomers to Canada who are living in Manitoba, and is intended to answer your consumer questions or problems. Each page has two sections. One section is the main text. The other section contains important definitions and other information.

If you have trouble understanding the guide or you need more consumer information call, the Consumers' Association of Canada (Manitoba) at 452-2572. When calling from outside of Winnipeg, use our toll free number : 1-888-596-0900. Our office is on the main floor of the Osborne Junction Building at 218 Osborne Street South in Winnipeg. Many other provinces also have branches of the Consumers' Association.

Who are Consumers?

A consumer is anyone who buys an item or uses a service. You are a consumer when you ride the bus, buy a new sweater or eat at a restaurant. Wise consumers do research before they make a purchase. Consumers have rights and responsibilities.

The rights and responsibilities of all consumers are:

- The right to be informed
- The right to safety
- The right to consumer education
- The right to choose
- The right to a healthy environment
- The right to be heard
- The right to a fair solution to a problem
- The right to goods and services that meet your basic needs
- The responsibility to search out and use available information
- The responsibility to read instructions and take precautions
- The responsibility to make your own informed consumer choices
- The responsibility to take advantage of educational opportunities
- The responsibility to consider the environment before making a purchase
- The responsibility to make your opinions known

- The responsibility to look for a way to solve a problem
- The responsibility to help encourage and defend the interests of all consumers