

### Section 13: Questionnaire (Detach and Complete)

The following 8 pages (4 sheets) are designed to be separated from the rest of the consultation and sent in to the Trading Standards Service. The questions relate directly to the numbered sections in the above document.

Thank you for taking part in our consultation. We are interested in understanding who has responded and in what capacity you have done so. Therefore please answer the following questions to help us analyse the responses we have received.

**Q1: Please tick the box which best describes your interest in this consultation.**

I am a consumer

I am a business operator supplying goods.

I operate a business providing services

I am a provider of goods and/or services via the internet

I represent a business organisation

I represent a consumer group

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

### SECTION 3: WHAT ARE THE PROPOSALS?

**Q2. How strongly do you agree with the following statement?**

**Trading Standards law covering a wide range of consumer and trader transactions should be introduced.**

Strongly agree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>
Agree	<input type="checkbox"/>	Strongly Disagree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>	No opinion	<input type="checkbox"/>

### SECTION 4: SUPPLY OF GOODS

**Q3. How strongly do you agree with the following statement?**

**Consumers should have civil rights as described when they buy goods.**

Strongly agree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>
Agree	<input type="checkbox"/>	Strongly Disagree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>	No opinion	<input type="checkbox"/>

**Q4. How strongly do you agree with the following statement?**

**Civil remedies, as described, should be introduced for consumers when the goods they buy do not meet their civil rights.**

Strongly agree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>
Agree	<input type="checkbox"/>	Strongly Disagree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>	No opinion	<input type="checkbox"/>

**SECTION 5: SUPPLY OF SERVICES**

**Q5. How strongly do you agree with the following statement?**

**A consumer should have rights, as described, when entering into a contract with a trader for the supply of a service.**

Strongly agree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>
Agree	<input type="checkbox"/>	Strongly Disagree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>	No opinion	<input type="checkbox"/>

**Q6. How strongly do you agree with the following statement?**

**Civil remedies, as described, should be introduced for consumers who enter into a contract with a trader for the supply of a service.**

Strongly agree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>
Agree	<input type="checkbox"/>	Strongly Disagree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>	No opinion	<input type="checkbox"/>

## SECTION 6: UNFAIR CONTRACT TERMS

**Q7. How strongly do you agree with the following statement?**

**Unfair contract terms should be prohibited.**

Strongly agree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>
Agree	<input type="checkbox"/>	Strongly Disagree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>	No opinion	<input type="checkbox"/>

## SECTION 7: DIGITAL CONTENT

**Q8. How strongly do you agree with the following statement?**

**A consumer should have rights, as described, when entering into a contract for the supply of digital content or for a service to deliver digital content.**

Strongly agree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>
Agree	<input type="checkbox"/>	Strongly Disagree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>	No opinion	<input type="checkbox"/>

## SECTION 9 – PROHIBITION OF UNFAIR COMMERCIAL PRACTICES

**Q9. How strongly do you agree with the following statement?**

**Unfair commercial practices should be prohibited.**

Strongly agree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>
Agree	<input type="checkbox"/>	Strongly Disagree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>	No opinion	<input type="checkbox"/>

**Q10 How strongly do you agree with the following statement?**

**Aggressive commercial practices should be prohibited.**

Strongly agree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>
Agree	<input type="checkbox"/>	Strongly Disagree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>	No opinion	<input type="checkbox"/>

## SECTION 10: INFORMATION REQUIREMENTS FOR CONSUMER CONTRACTS

**Q11. How strongly do you agree with the following statement?**

**Information requirements for 'on-premises', 'off-premises' and 'distance' contracts should be introduced, the exact requirements being dependent on the type of contract entered into.**

Strongly agree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>
Agree	<input type="checkbox"/>	Strongly Disagree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>	No opinion	<input type="checkbox"/>

**Q12. How strongly do you agree with the following statement?**

**Information requirements for contracts concluded over the internet or by telephone should be introduced.**

Strongly agree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>
Agree	<input type="checkbox"/>	Strongly Disagree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>	No opinion	<input type="checkbox"/>

**Q13 How strongly do you agree with the following statement?**

**Information requirements for repair and maintenance contracts should be introduced.**

Strongly agree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>
Agree	<input type="checkbox"/>	Strongly Disagree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>	No opinion	<input type="checkbox"/>

**Q14 How strongly do you agree with the following statement?**

**Other provisions, as described, in relation to consumer/trader transactions should be introduced.**

Strongly agree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>
Agree	<input type="checkbox"/>	Strongly Disagree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>	No opinion	<input type="checkbox"/>

## **SECTION 11: PRODUCT SAFETY**

**Q15. How strongly do you agree with the following statement?**

**A General Safety Requirement for consumer products should be introduced.**

Strongly agree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>
Agree	<input type="checkbox"/>	Strongly Disagree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>	No opinion	<input type="checkbox"/>

**Q16. How strongly do you agree with the following statement?**

**The safety of consumer products should be monitored by the arrangements as described.**

Strongly agree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>
Agree	<input type="checkbox"/>	Strongly Disagree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>	No opinion	<input type="checkbox"/>

## SECTION 12: PRICES

**Q17. How strongly do you agree with the following statement?**

**A requirement for traders to price mark goods on retail sale should be introduced.**

Strongly agree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>
Agree	<input type="checkbox"/>	Strongly Disagree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>	No opinion	<input type="checkbox"/>

**Q18. How strongly do you agree with the following statement?**

**Price information for goods should be provided by the methods or arrangements described.**

Strongly agree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>
Agree	<input type="checkbox"/>	Strongly Disagree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>	No opinion	<input type="checkbox"/>



**Please send comments to:**

Trading Standards, Commerce and Employment Department, Freepost GU245, Guernsey, GY1 5SS	<b>Telephone:</b> (01481) 234567 <b>Fax:</b> (01481) 235015  <b>Email:</b> ts@gov.gg
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## Disclaimer

Please note that consultation responses may be made public (sent to other interested parties on request, quoted in a published report, reported in the media, published on [www.gov.gg](http://www.gov.gg), listed on a consultation summary etc.)

Please indicate how the Department should treat your response:

- I agree that my comments may be made public and attributed to me
- I agree that my comments may be made public but not attributed (i.e. anonymous)
- I don't want my comments made public

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**Respondents to this Consultation Document must fill in the following details so that the Department can verify that responses are from separate individuals. Your personal details will never be passed on to a third party and will be deleted once the consultation has ended.**

Name:	<hr/> <hr/>
Address:	<hr/> <hr/> <hr/> <hr/> <hr/>
Email:	<hr/> <hr/>
Tel:	<hr/> <hr/>