

KNOW YOUR CONSUMER RIGHTS & RESPONSIBILITIES!

RIGHTS

- Basic needs
- Safety
- Information
- Choice
- Representation
- Redress
- Consumer education
- Healthy environment

RESPONSIBILITIES

- Critical awareness
- Action
- Social concern
- Environmental awareness
- Solidarity



Visit the nearest DTI Office
in your area or call
DTI Direct 751.3330,
DTI Consumer Care
Hotline 1-384 (1-DTI),
DTI Mobile 0917.8343330
or email us at:
ConsumerCare@dti.gov.ph



www.dti.gov.ph



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Q:



**NO
RETURN
NO
EXCHANGE?**

A:

NO WAY!

Basta depektibo ang biniling
produkto o hindi wasto ang
serbisyo, pwede itong
**i-REPAIR, i-REPLACE, o
i-REFUND.**

Paano kung may
**NO RETURN
NO EXCHANGE
POLICY**
ang store?

Bakit bawal sa
BATAS ang
**“NO RETURN
NO EXCHANGE”
POLICY?**

‘yan ay
**BAWAL
AT LABAG SA
BATAS**
(R.A. 7394)

**DAHIL ITO AY
MAPANLINLANG
SA KARAPATAN
NG KONSYUMER.**