

# CTSI Symposium 2018

The Chartered Trading Standards Institute's  
Annual Professional Development Event

4-6 June 2018  
East Midlands Conference Centre, Nottingham

**Stronger together**

## Six Pump Court Chambers

**Date: Monday 4 June, 15.00 - 15.30**

### **Consumer product information - Caveat venditor, caveat emptor and the role of the regulator**

Speakers: David Travers QC and Laura Phillips

The provision of accurate product information is important for many reasons.

Does the business operator have sole responsibility for ensuring that product information is both understandable to consumers and understood by them? Once the business operator has provided the information what is expected of consumers?

This mini-theatre session will review the obligations on businesses to provide clear and accurate product information to consumers. It will also discuss the extent to which consumers have a responsibility to take steps to ensure that products are suitable for their needs. Finally, the session will review the consequences of failing to comply with these obligations and the methods available to improve compliance and understanding.

#### **Learning Outcomes:**

Delegates attending this mini-theatre session will:

- I. Discuss the purpose of providing product information to consumers;
- II. Review the basic rules applicable to product information and labelling;
- III. Review the business operator's responsibility to provide product information;
- IV. Ask whether consumers have an obligation to read and understand product information;
- V. Discuss the consequences of illegal, inaccurate or misleading labelling;
- VI. Assess the extent to which law, regulation and enforcement can protect consumers;
- VII. Examine ways of improving the provision of consumer information.

**Ticketing:** [Get your ticket](#)

**CPPD:** 30 minutes

