

Name of subject: Consumer protection	NEPTUN-code: RTXFV1BBNE	Number of hours: <i>lec+gs+lab</i> 2+0+0	Credit:2 Requirements: examination
Course coordinator: Tamás Csiszér PhD	Title: assistant lecturer	Prerequisite: -	
Subject content:			
<p>Consumer protection knowledge. Fundamental rights of consumer protection. The institutional system of consumer protection.</p> <p>The consumer protection act. Specialized commercial and legal basic knowledge. Marketing rules. Environmental regulations. Special environmentally-friendly markings, distinctive quality marks. CE marking. Product marking knowledge. Labelling. Indicating the composition of raw materials of textile products. Usage – handling instructions. Product liability. Managing customer and service complaints. The certification of compliance. The consumer advocacy organizations. Market surveillance activity.</p> <p>Case studies. Special textile industry materials testing (fastness, dimensional stability). Certification bodies, visiting testing sites.</p>			
Competences to be mastered:			
<p>a) knowledge</p> <ul style="list-style-type: none"> - Knowledge of the basics, limitations and requirements of the special fields of marketing, management, environment protection, quality assurance, information technology, law, and economics, intrinsically linked to the special area of product design. <p>b) capabilities</p> <ul style="list-style-type: none"> - Able to explore the causes of failures and to select elimination operations. <p>c) attitude</p> <ul style="list-style-type: none"> - Market, environment, and customer oriented. - Efforts to comply with legal regulations and to take the ethical rules of engineering into account during work. 			
Bibliography:			
1. Fazekas Judit: Fogyasztóvédelmi jog, Bp. Coruplex Kiadó, 2007.			
2. https://elearning.uni-obuda.hu/ electronic notes and aids prepared by the instructor			
3. Dr. Baranovszky Gy., Újlaki-Vázt L.: Fogyasztók miniciklopédiája, OFE, Bp., 2006.			