

# M33188: Consumer Law and Policy

View Online



1.

OECD Consumer Policy Toolkit [Internet]. 2010. Available from:  
<http://www.oecd.org/internet/consumer/consumer-policy-toolkit-9789264079663-en.htm>

2.

Ramsay I. Consumer law and policy: text and materials on regulating consumer markets. 3rd ed. Oxford: Hart; 2012.

3.

Cartwright P. Consumer protection and the criminal law: law, theory, and policy in the UK. Cambridge: Cambridge University Press; 2001.

4.

Howells GG, Weatherill S. Consumer protection law. 2nd ed. Vol. Markets and the law. Aldershot, Hants: Ashgate; 2005.

5.

Scott C, Black J, Cranston R. Cranston's consumers and the law. 3rd ed. Vol. Law in context. London: Butterworths; 2000.

6.

Harvey BW, Parry DL. The law of consumer protection and fair trading. 6th ed. London:

Butterworths; 2000.

7.

Ogus AI. Regulation: legal form and economic theory. Oxford: Hart; 2004.

8.

Ramsay I. Consumer law and policy: text and materials on regulating consumer markets. 3rd ed. Oxford: Hart; 2012.

9.

Cartwright P. Consumer protection and the criminal law: law, theory, and policy in the UK. Cambridge: Cambridge University Press; 2001.

10.

Scott C, Black J, Cranston R. Cranston's consumers and the law. 3rd ed. Vol. Law in context. London: Butterworths; 2000.

11.

Harvey BW, Parry DL. The law of consumer protection and fair trading. 6th ed. London: Butterworths; 2000.

12.

Howells GG, Weatherill S. Consumer protection law. 2nd ed. Vol. Markets and the law. Aldershot, Hants: Ashgate; 2005.

13.

OECD Consumer Policy Toolkit [Internet]. 2010. Available from: <http://www.oecd.org/internet/consumer/consumer-policy-toolkit-9789264079663-en.htm>

14.

Cayne, David. Market Considerations in the Formulation of Consumer Protection Policy. University of Toronto Law Journal [Internet]. 1973;23. Available from: [http://heinonline.org/HOL/Page?handle=hein.journals/utlj23&div=23&collection=journals&set\\_as\\_cursor=0&men\\_tab=srchresults](http://heinonline.org/HOL/Page?handle=hein.journals/utlj23&div=23&collection=journals&set_as_cursor=0&men_tab=srchresults)

15.

Hanson JD, Kysar DA. Taking Behavioralism Seriously: The Problem of Market Manipulation. Taking Behaviouralism Seriously [Internet]. 1999;74:630-749. Available from: <http://www.nyulawreview.org/issues/volume-74-number-3/taking-behavioralism-seriously-problem-market-manipulation>

16.

Consumer Law and Social Justice. In: Consumer law in the global economy: national and international dimensions. Aldershot: Ashgate/Dartmouth; 1997. p. 217-32.

17.

Ogus AI. Regulation: legal form and economic theory. Oxford: Hart; 2004.

18.

BIS/Cabinet Office. Better Choices: Better Deals (URN 11/749 April 2011) [Internet]. 2011. Available from: [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/294798/bis-11-749-better-choices-better-deals-consumers-powering-growth.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/294798/bis-11-749-better-choices-better-deals-consumers-powering-growth.pdf)

19.

OECD Consumer Policy Toolkit [Internet]. 2010. Available from: <http://www.oecd.org/internet/consumer/consumer-policy-toolkit-9789264079663-en.htm>

20.

Ramsay I. Consumer law and policy: text and materials on regulating consumer markets. 3rd ed. Oxford: Hart; 2012.

21.

Cartwright P. Consumer protection and the criminal law: law, theory, and policy in the UK. Cambridge: Cambridge University Press; 2001.

22.

Howells, Geraint. The Potential and Limits of Consumer Empowerment by Information. Journal of Law and Society [Internet]. 2005;32. Available from: [http://heinonline.org/HOL/Page?handle=hein.journals/jlsocty32&div=26&collection=journals&set\\_as\\_cursor=0&men\\_tab=srchresults](http://heinonline.org/HOL/Page?handle=hein.journals/jlsocty32&div=26&collection=journals&set_as_cursor=0&men_tab=srchresults)

23.

Howells GG, Weatherill S. Consumer protection law. 2nd ed. Vol. Markets and the law. Aldershot, Hants: Ashgate; 2005.

24.

Scott C, Black J, Cranston R. Cranston's consumers and the law. 3rd ed. Vol. Law in context. London: Butterworths; 2000.

25.

Ogus AI. Regulation: legal form and economic theory. Oxford: Hart; 2004.

26.

Hadfield GK, Howse R, Trebilcock MJ. Information Based Principles for Rethinking Consumer Protection Policy. Journal of Consumer Policy. 1998;21(2):131-69.

27.

Whitford, William C. Structuring Consumer Protection Legislation to Maximize Effectiveness. Wisconsin Law Review [Internet]. 1981;1981. Available from: [http://heinonline.org/HOL/Page?handle=hein.journals/wlr1981&div=37&collection=journals&set\\_as\\_cursor=0&men\\_tab=srchresults](http://heinonline.org/HOL/Page?handle=hein.journals/wlr1981&div=37&collection=journals&set_as_cursor=0&men_tab=srchresults)

28.

Warning: Too Much Information Can Harm [Internet]. Available from:  
<http://webarchive.nationalarchives.gov.uk/20090609003228/http://www.berr.gov.uk/files/file44588.pdf>

29.

HM Government. A Better Deal for Consumers: Delivering Real Help Now and Change for the Future (Cm 7669) [Internet]. 2009. Available from:  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/238580/7669.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/238580/7669.pdf)

30.

BIS/Cabinet Office. Better Choices: Better Deals (URN 11/749) [Internet]. 2011. Available from:  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/294798/bis-11-749-better-choices-better-deals-consumers-powering-growth.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/294798/bis-11-749-better-choices-better-deals-consumers-powering-growth.pdf)

31.

BIS. Empowering and Protecting Consumers: Government Response to the Consultation on Institutional Reform [Internet]. Available from:  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/253701/bis-12-510-empowering-protecting-consumers-government-response-1.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/253701/bis-12-510-empowering-protecting-consumers-government-response-1.pdf)

32.

Sunstein CR. Nudging: A Very Short Guide. *Journal of Consumer Policy*. 2014;37(4):583–8.

33.

Atiyah PS, Adams J, MacQueen HL, Atiyah PS. *Atiyah's sale of goods*. 12th ed. Harlow: Longman; 2010.

34.

Collins H. Regulating contracts. Oxford: Oxford University Press; 1999.

35.

EUROPA - EU Consumer Law Acquis [Internet]. Available from:  
<http://www.eu-consumer-law.org/index.html>

36.

McKendrick E. Contract law: text, cases, and materials. 6th ed. Oxford: Oxford University Press; 2014.

37.

Peel E, Treitel GH. The law of contract. 13th ed. London: Sweet & Maxwell/Thomson Reuters; 2011.

38.

O'Sullivan J, Hilliard J. The law of contract. 6th ed. Vol. Core text series. Oxford: Oxford University Press; 2014.

39.

Ramsay I. Consumer law and policy: text and materials on regulating consumer markets. 3rd ed. Oxford: Hart; 2012.

40.

Consumer Contracts (Information, Cancellation and Additional Charges) Regulations: Implementing Guidance [Internet]. 2013. Available from:  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/429300/bis-13-1368-consumer-contracts-information-cancellation-and-additional-payments-regulations-guidance.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/429300/bis-13-1368-consumer-contracts-information-cancellation-and-additional-payments-regulations-guidance.pdf)

41.

Consumer Rights Act 2015 [Internet]. Available from:

[http://www.legislation.gov.uk/ukpga/2015/15/pdfs/ukpga\\_20150015\\_en.pdf](http://www.legislation.gov.uk/ukpga/2015/15/pdfs/ukpga_20150015_en.pdf)

42.

Consumer Sales Directive, Directive 99/44 [Internet]. Available from:  
<http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=URISERV:l32022>

43.

The Law Commission. Consumer Remedies for Faulty Goods [Internet]. 2009. Available from:  
[http://www.lawcom.gov.uk/wp-content/uploads/2015/03/lc317\\_Consumer\\_Remedies\\_Faulty\\_Goods.pdf](http://www.lawcom.gov.uk/wp-content/uploads/2015/03/lc317_Consumer_Remedies_Faulty_Goods.pdf)

44.

Ervine WCH. Satisfactory Quality: What Does it Mean. Journal of Business Law. 2004;

45.

Unfair Contract Terms Directive, Directive 93/13 [Internet]. Available from:  
<http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:31993L0013>

46.

Consumer Rights Act 2015 [Internet]. Available from:  
[http://www.legislation.gov.uk/ukpga/2015/15/pdfs/ukpga\\_20150015\\_en.pdf](http://www.legislation.gov.uk/ukpga/2015/15/pdfs/ukpga_20150015_en.pdf)

47.

Director General of Fair Trading v First National Bank [2002] 1 AC 481 [Internet]. Available from:  
<http://login.westlaw.co.uk/maf/wluk/app/document?docguid=I993F4950E42711DA8FC2A0F0355337E9&sp=at114-55123>

48.

Office of Fair Trading v Abbey National [2010] 1 AC 696 [Internet]. Available from:

<http://login.westlaw.co.uk/maf/wluk/app/document?docguid=IA2E64DE0CCEA11DFA39E84EAF22BD52&sp=at114-55123>

49.

The Law Commission. Unfair Terms in Consumer Contracts: Advice to the Department for Business, Innovation and Skills [Internet]. 2013. Available from: [http://www.lawcom.gov.uk/wp-content/uploads/2015/06/unfair\\_terms\\_in\\_consumer\\_contracts\\_advice.pdf](http://www.lawcom.gov.uk/wp-content/uploads/2015/06/unfair_terms_in_consumer_contracts_advice.pdf)

50.

Leff, Arthur Allen. Injury, Ignorance and Spite--The Dynamics of Coercive Collection. Yale Law Journal [Internet]. 1970;80. Available from: [http://heinonline.org/HOL/Page?handle=hein.journals/ylr80&div=11&collection=journals&set\\_as\\_cursor=0&men\\_tab=srchresults](http://heinonline.org/HOL/Page?handle=hein.journals/ylr80&div=11&collection=journals&set_as_cursor=0&men_tab=srchresults)

51.

Directive 2013/11/EU on alternative dispute resolution for consumer disputes [Internet]. Available from: <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2013:165:0063:0079:EN:PDF>

52.

Regulation (EU) No 524/2013 on online dispute resolution for consumer disputes [Internet]. Available from: <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2013:165:0001:0012:EN:PDF>

53.

Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015 [Internet]. Available from: [http://www.legislation.gov.uk/ukxi/2015/542/pdfs/ukxi\\_20150542\\_en.pdf](http://www.legislation.gov.uk/ukxi/2015/542/pdfs/ukxi_20150542_en.pdf)

54.

Cortés P. A new regulatory framework for extra-judicial consumer redress: where we are



and how to move forward. *Legal Studies*. 2015;35(1):114–41.

55.

Howells, Geraint     □Micklitz, Hans     □Wilhelmsson, Thomas. *European Fair Trading Law : The Unfair Commercial Practices Directive* [Internet]. Ashgate Publishing Group; 2006. Available from: <https://ebookcentral.proquest.com/lib/nottingham/detail.action?docID=438356>

56.

Lewin B, Kirk J. *Consumer and trading standards : law and practice*. 3rd ed. Bristol: Jordans; 2011.

57.

Ramsay I. *Consumer law and policy: text and materials on regulating consumer markets*. 3rd ed. Oxford: Hart; 2012.

58.

Office of Fair Trading. *Consumer Protection from Unfair Trading Regulations 2008 Guidance* [Internet]. Available from: [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/284442/oft1008.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/284442/oft1008.pdf)

59.

European Commission. *Guidance on the implementation/application of Directive 2005/29/EC on Unfair Commercial Practices* [Internet]. 2009. Available from: [http://ec.europa.eu/justice/consumer-marketing/files/ucp\\_guidance\\_en.pdf](http://ec.europa.eu/justice/consumer-marketing/files/ucp_guidance_en.pdf)

60.

European Commission. *First Report on the application of Directive 2005/29/EC of the European Parliament and of the Council of 11 May 2005 concerning unfair business-to-consumer commercial practices in the internal market and amending Council Directive 84/450/EEC, Directives 97/7/EC, 98/27/EC and 2002/65/EC of the European Parliament and of the Council and Regulation (EC) No 2006/2004 of the European Parliament and of the Council ('Unfair Commercial Practices Directive')* [Internet]. 2013.

Available from: [http://ec.europa.eu/justice/consumer-marketing/files/ucpd\\_report\\_en.pdf](http://ec.europa.eu/justice/consumer-marketing/files/ucpd_report_en.pdf)

61.

Collins, Hugh. Harmonisation by Example: European Laws against Unfair Commercial Practices. *Modern Law Review* [Internet]. 2010;73. Available from: [http://heinonline.org/HOL/Page?handle=hein.journals/modlr73&div=7&collection=journals&set\\_as\\_cursor=0&men\\_tab=srchresults](http://heinonline.org/HOL/Page?handle=hein.journals/modlr73&div=7&collection=journals&set_as_cursor=0&men_tab=srchresults)

62.

Cartwright P. Under Pressure: Regulating Aggressive Commercial Practices in the UK. *Lloyds Maritime and Commercial Law Quarterly*. 2011;123-41.

63.

Scott C. Enforcing Consumer Protection Laws. In: *Handbook of Research on International Consumer Law* [Internet]. Edward Elgar; 2010. p. 537-62. Available from: <https://ebookcentral.proquest.com/lib/nottingham/detail.action?docID=615067>

64.

Gunningham N. Enforcement and Compliance Strategies. In: *The Oxford handbook of regulation*. Oxford: Oxford University Press; 2010. p. 120-45.

65.

Cartwright P. Unfair Commercial Practices and the Future of the Criminal Law. *Journal of Business Law*. 2010;7:619-38.

66.

Macrory R. Regulatory Justice: Making Sanctions Effective (the Macrory Report) [Internet]. 2006. Available from: [http://webarchive.nationalarchives.gov.uk/20070305103615/http://cabinetoffice.gov.uk/regulation/reviewing\\_regulation/penalties/index.asp](http://webarchive.nationalarchives.gov.uk/20070305103615/http://cabinetoffice.gov.uk/regulation/reviewing_regulation/penalties/index.asp)

67.

Cartwright P. Consumer protection and the criminal law: law, theory, and policy in the UK. Cambridge: Cambridge University Press; 2001.

68.

Cartwright P. Crime, punishment, and consumer protection. *Journal of Consumer Policy*. 2007;30(1):1–20.

69.

Ramsay I. Consumer law and policy: text and materials on regulating consumer markets. 3rd ed. Oxford: Hart; 2012.

70.

Cartwright P. Consumer protection and the criminal law: law, theory, and policy in the UK. Cambridge: Cambridge University Press; 2001.

71.

Hodges CJS. European regulation of consumer product safety. Oxford: Oxford University Press; 2005.

72.

Ogus AI. Regulation: legal form and economic theory [Internet]. Oxford: Hart; 2004. Available from: <https://ebookcentral.proquest.com/lib/nottingham/detail.action?docID=1772881>

73.

Howells GG. Consumer product safety. Aldershot: Ashgate; 1998.

74.

Asch P, ebrary, Inc. Consumer safety regulation: putting a price on life and limb [Internet].

New York: Oxford University Press; 1988. Available from:  
<https://ebookcentral.proquest.com/lib/nottingham/detail.action?docID=4701135>

75.

Ogus AI. Regulation: legal form and economic theory [Internet]. Oxford: Hart; 2004. Available from:  
<https://ebookcentral.proquest.com/lib/nottingham/detail.action?docID=1772881>

76.

Hodges CJS. European regulation of consumer product safety. Oxford: Oxford University Press; 2005.

77.

Baldwin R, Cave M, Lodge M. The Oxford handbook of regulation. Oxford: Oxford University Press; 2010.

78.

Scott C, Black J, Cranston R. Cranston's consumers and the law. 3rd ed. Vol. Law in context. London: Butterworths; 2000.

79.

Duggan A, Darvall L. Consumer protection law and theory. Sydney: Law Book Co.; 1980.

80.

Ramsay I. Consumer law and policy: text and materials on regulating consumer markets. 3rd ed. Oxford: Hart; 2012.

81.

Grubb A, Howells GG. The law of product liability [Internet]. Vol. Butterworths common law series. London: Butterworths; 2000. Available from:

<https://contentstore.cla.co.uk/secure/link?id=016bf7d7-ad2c-e611-80bd-0cc47a6bddeb>

82.

Howells GG. Consumer product safety. Aldershot: Ashgate; 1998.

83.

Ogus AI. Regulation: legal form and economic theory [Internet]. Oxford: Hart; 2004.

Available from:

<https://ebookcentral.proquest.com/lib/nottingham/detail.action?docID=1772881>

84.

Fairgrieve D, Howells G. General Product Safety - a Revolution Through Reform? Modern Law Review. 2006 Jan;69(1):59-69.

85.

Ramsay I. Consumer law and policy: text and materials on regulating consumer markets. 3rd ed. Oxford: Hart; 2012.

86.

Cartwright P. Enforcement, risk and discretion: the case of dangerous consumer products. Legal Studies. 2006 Dec;26(4):524-43.

87.

Cartwright P. Consumer protection and the criminal law: law, theory, and policy in the UK. Cambridge: Cambridge University Press; 2001.

88.

Cartwright P. Consumer protection and the criminal law: law, theory, and policy in the UK [Internet]. Cambridge: Cambridge University Press; 2001. Available from:

<https://nottingham-uk.alma.exlibrisgroup.com/view/action/uresolver.do?operation=resolve>

Service&package\_service\_id=9474506860005561&institutionId=5561&customerId=5560

89.

Cartwright P. TOTAL RECALL? THE FUTURE OF CONSUMER PRODUCT SAFETY REGULATION. Lloyd's maritime and commercial law quarterly [Internet]. 2006;3. Available from: [https://www.i-law.com/ilaw/browse\\_journals.htm?name=Lloyd%27s+Maritime+and+Commercial+Law+Quarterly+&querySector=Maritime+and+Commercial](https://www.i-law.com/ilaw/browse_journals.htm?name=Lloyd%27s+Maritime+and+Commercial+Law+Quarterly+&querySector=Maritime+and+Commercial)

90.

Weatherill S, St. Anne's College (University of Oxford), Regulating the European Market. Better regulation. Vol. Studies of the Oxford Institute of European and Comparative Law. Oxford: Hart; 2007.

91.

Ogus AI. Regulation: legal form and economic theory [Internet]. Oxford: Hart; 2004. Available from: <https://ebookcentral.proquest.com/lib/nottingham/detail.action?docID=1772881>

92.

Grubb A. Chapter 9, The regulation of product safety. In: The law of product liability [Internet]. London: Butterworths; 2000. p. 695–785. Available from: <https://contentstore.cla.co.uk/secure/link?id=16d30bb6-6bde-e711-80cd-005056af4099>