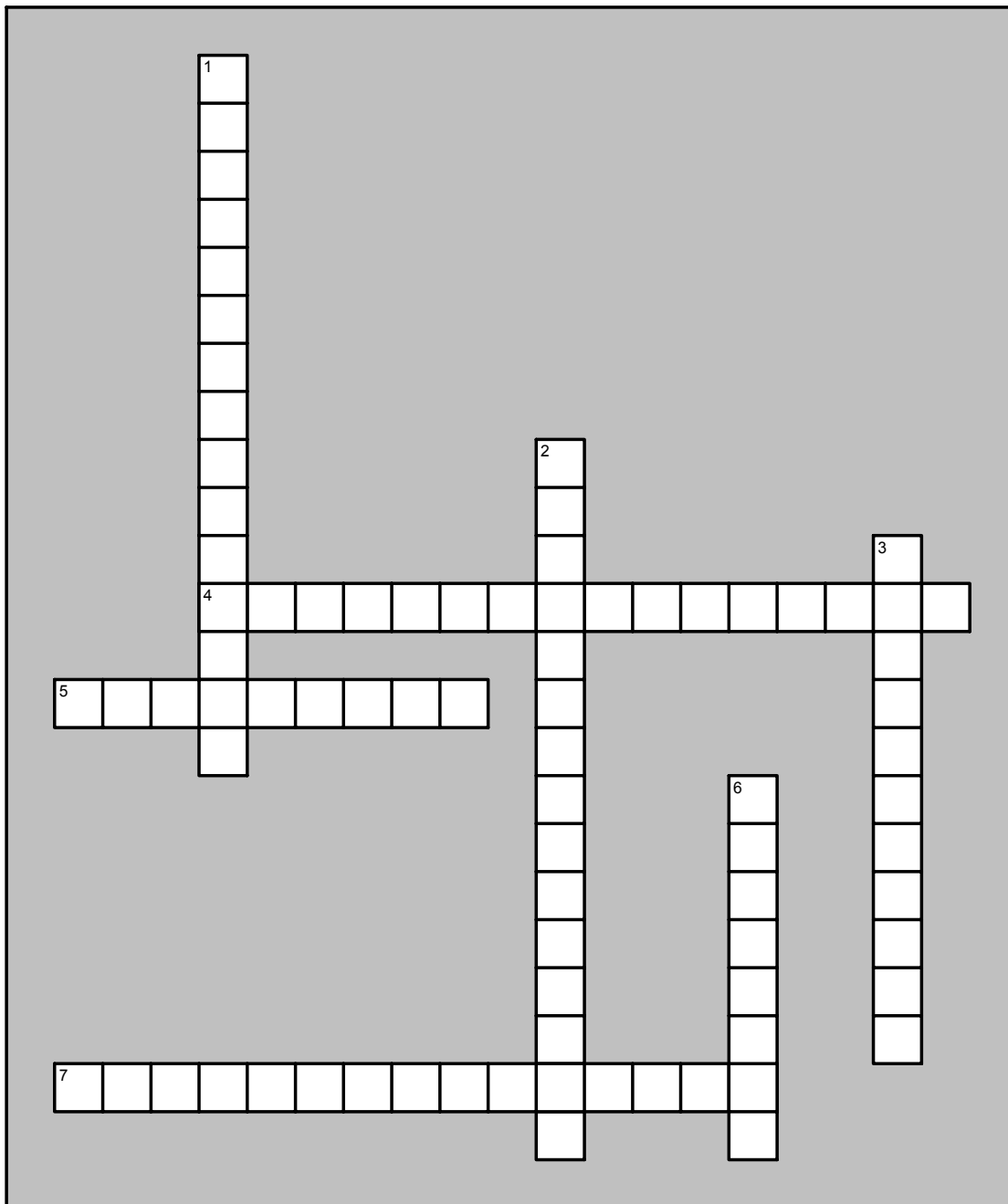


Chapter 6: Wise Buying of Motor Vehicles and Other Purchases



Across

4. A court that settles legal differences involving amounts below a set limit and employs a process in which the litigants usually do not use a lawyer.
5. The attempt by an impartial third party to resolve a difference between two parties through discussion and negotiation.
7. An agreement between a business and a consumer to cover the repair costs of a product.

Down

1. A legal action taken by a few individuals on behalf of all the people who have suffered the same alleged injustice.
2. One of a network of publicly supported community law offices that provide legal assistance to consumers who cannot afford their own attorney.
3. The settlement of a difference by a third party whose decision is legally binding.
6. A written guarantee from the manufacturer or distributor of a product that specifies the conditions under which the product can be returned, replaced, or repaired.