

Preface. A few years ago, the Young Lawyers Section of the Arkansas Bar Association took on the responsibility of producing the First Edition of the Consumer Law Handbook. Since that time, over 30,000 copies of the Handbook have been distributed to the people of Arkansas to aid them in understanding the laws controlling many of their consumer transactions. In the Summer of 1999, it was decided that the Handbook should be revised and updated. This Second Edition has new information and provides citations to assist the public as well as the Bar in the use of this valuable reference tool.

The information contained in this Handbook is derived from the laws of the State of Arkansas and of the United States Government. We have attempted to address many issues that face Arkansans on a daily basis. The information is current and will help many people find answers to questions they may have about their rights as consumers. However, this Handbook is provided merely as a public service. It is not a complete explanation of the innumerable laws affecting consumers. We encourage readers to consult an attorney or the appropriate government agency for specific legal information.

Many Young Lawyers Section members donated their time, talents and energies to author various sections of this Handbook. Their contributions were in the best spirit of public service and reflect the ideals for which the Arkansas Bar Association stands. I would like to thank the following individuals:

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