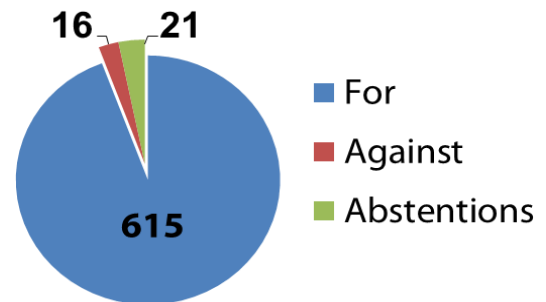


# New consumer rights applicable across the EU

Contracts concluded **after 13 June 2014** should comply with the Consumer Rights Directive adopted by an overwhelming majority in the European Parliament on 23 June 2011. This Directive strengthens consumer rights introducing e.g. a longer cooling off period for distance and off-premises contracts, introducing greater price transparency, prohibiting pre-ticked boxes and clarifying information on digital content, in order to boost the confidence of European consumers.

## VOTING of the DIRECTIVE in the EP



## TIME and PROCEDURE

### COOLING OFF PERIOD

Time during which you can change your mind for any reason and withdraw from a purchase.

If the seller hasn't clearly informed the consumer about the withdrawal right, the cooling off period is extended to **1 year**.

**14** Calendar days



For internet, phone, mail, order sales, as well as for sales outside shops, including solicited visits and on-line auctions from professional seller.

### FROM THE DAY OF RECEIPT



Consumer has, in general, 14 calendar days to withdraw from the contract for any reason. Withdrawal can be made using a **standard EU withdrawal form**.

#### E-Mail



#### Phone/Telefax



#### Registered mail



Consumer bears the burden of proof informing the trader, who optionally can give the possibility to fill the form on his/her website.

### FROM THE DAY OF WITHDRAWAL



From the day of withdrawal, the consumer has 14 calendar days to send the goods back to the trader.



If the trader wants the consumer to bear the cost of returning the goods, then it must clearly inform the consumer of this beforehand and may need to provide at least an estimate in advance. In the absence of such clear information, the trader pays for the cost of returning goods.

### FROM THE DAY OF RECEIVING THE INFORMATION ABOUT WITHDRAWAL

**14** Calendar days



From the day of receiving the information about withdrawal, the trader has 14 calendar days to refund the consumer.

## Greater price transparency

Traders have to disclose the total cost of the product or service, as well as any extra fees. Consumers will not have to pay charges or other costs if they have not been properly informed before they placed an order.

### No pre-ticked boxes

Pre-ticked boxes that consumers need to untick if they do not want to purchase additional services are banned across the European Union.



### No cost traps

Some traders trick consumers into paying for 'free' services, such as horoscopes or recipes. From now on, consumers must explicitly confirm that they understand that they have to pay a price.

### No surcharges

for the use of credit cards and hotlines. Traders cannot charge consumers for paying by credit card beyond the actual cost of offering such means of payment. Traders operating consumer hotlines resolving contract issues may charge only basic telephone rates for the telephone calls.

### Clearer information

on digital content, including information about compatibility with hardware and software, and the application of technical protection measures (such as limiting the right to make copies of the content).

The InfoGraphic presents selected elements of the Consumer Rights Directive. For a complete legal text, containing precise delineation of the scope and rights as well as exceptions, please refer [here](#).

As of 13 June 2014, Member States must apply the national laws implementing the **Consumer Rights Directive**, Policy Department A of the European Parliament produced this InfoGraphic to remind the consumers of the most important achievements introduced by the Directive, which will apply to contracts concluded after 13 June 2014. It is based on publicly available information and is provided for information purposes only. The overview may be updated if needed to take further developments into account.

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Document completed in June 2014 © European Union, 2014, PE 518.771

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