

**Question for written answer E-006974/2014
to the Commission**
Rule 130
Hugues Bayet (S&D)

Subject: E-commerce

In July 2014, Mr Juncker stated that he wanted to expand e-commerce in Europe. He explained his intention to integrate digital technology into all economic sectors and public domains.

E-commerce is experiencing a boom and in a globalised world it is becoming essential in order to revive the global economy.

The e-commerce market has, however, experienced some problems (for example, online orders undelivered or arriving as empty boxes). There is little that the consumer can do to rectify that, in particular if they have ordered from another Member State.

1. What steps will the Commission take to make it possible for people who place orders online to receive guarantees and be able to resolve any problems?
2. What incentives will be introduced for buying online?