

**Question for written answer E-005511/2015
to the Commission**

Rule 130

Hugues Bayet (S&D) and Marc Tarabella (S&D)

Subject: EU warranty

In March, the European Consumer Centre (ECC) published a report entitled 'Commercial Warranties: Are they worth the money?' It revealed that in 74% of cases in-store descriptions of legal warranties for products are unsatisfactory. On-line shops seem to do even worse in this respect.

As regards additional commercial warranties, a survey conducted by ECC Belgium (same report) showed that 34.7% of dissatisfied customers cited the many exclusion clauses, the unnecessary nature of the additional warranty, the duplication of one or more other valid warranties and a disappointing cost-benefit ratio as the main factors prompting their criticism.

More still needs to be done to ensure that information on the scope of legal and commercial warranties is readily available to consumers when they make purchases.

These findings should prompt us to consider the way Directive 1999/44/EC is being applied and the possible improvements that could be made to it, to the benefit of consumers.

Does the Commission agree, and will it take action accordingly?