

**Question for written answer E-014130/2015
to the Commission**

Rule 130

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Subject: Unfair commercial practices

It has recently been brought to our attention that the memory (storage space) indicated when purchasing IT devices does not always correspond to the actual memory: for example, a laptop said to have 256 GB of memory actually had 237 GB (7.5 % less), a desktop sold as having a 500 GB hard drive actually had only 464 GB of memory (7.2 % less) and a Kingston USB stick with 16 GB of memory really had 14.6 GB (8.7 % less).

1. Is the Commission aware of these misleading commercial practices?
2. Could the Commission clarify whether this practice is in conformity with Article 6 of the Unfair Commercial Practices Directive (2005/29/EC), Article 6 of the Consumer Rights Directive (2011/83/EC) and Directive 1999/44/EC on certain aspects of the sale of consumer goods and associated guarantees?
3. Does the Commission consider that in the current revision of the Guidance on the Unfair Commercial Practices Directive there is a need to introduce more transparency and legal certainty for both companies and consumers as regards the indication of IT products' characteristics, such as storage space?